[illegible]

[illegible]

"The Level of Organizational Conflict and its Impact on the Level of Organizational Loyalty from Employees' Perspective in Jordanian Ministries' Centers"

[illegible]

[illegible]

2014/2013

مستوى الصراع التنظيمي وأثره

على مستوى الولاء الوظيفي من وجهة نظر العاملين في مراكز الوزارات الأردنية

إعداد الطالبة

وفاء بهاء الدين رضا ملكاوي

بكالوريوس هندسة مدنية، جامعة مؤتة، 2005

قدمت هذه الرسالة استكمالا لمتطلبات الحصول على درجة الماجستير في تخصص الإدارة العامة في جامعة اليرموك، اربد، الأردن.

وافق عليها

الأستاذ الدكتور أنيس صقر الخصاونة .... **رئيسا ومشرفا**

أستاذ في كلية الاقتصاد والعلوم الإدارية/ جامعة اليرموك

الأستاذ الدكتور نعيم عقله نصير .... **عضوا**

أستاذ في كلية الاقتصاد والعلوم الإدارية/ جامعة اليرموك

الدكتور حسن محمد العيسى .... **عضوا**

أستاذ في كلية الاقتصاد والعلوم الإدارية/ جامعة اليرموك

تاريخ المناقشة

2013/11/21

الإهداء

إلى روح والدي الحبيب .... من علمني أن العلم هو أنبل غاية وأن الظفر به هو أروع انتصار .....

إلى والدتي الرؤوم .... من كانت وستبقى ......

ظل الإله الذي في الأرض سواه   ونسيم فجر أرى الفردوس مسراه

إلى رفيق دربي وشمعة أيامي زوجي الغالي "مالك" ...... الذي بدعمه ومؤازرته كان لنا سوية هذا الإنجاز ......

إلى أخوتي وأخواتي جميعا ... غراس مباركة رويت بماء المكرمات فأينعت في بستان " أبي الإباء" ...

إلى الأب الحاني "أبو جعفر" .... والأم المعطاء صديقتي وحماتي "أم جعفر" ......

إلى كل من أحبني وآزرني يوما ....

وأخيرا .... إلى ريحانة قلبي وملاكي الصغير .... ابنتي "مجد" ....

أهدي هذه الرسالة

[illegible]

[illegible]

[illegible]	[illegible]	[illegible]
8	[illegible]	1
10	[illegible]	2
12	[illegible]	3
24	[illegible]	4
35	[illegible]	5
59	[illegible]	6
61	[illegible]	7
62	[illegible]	8
63	[illegible]	9
64	[illegible]	10
66	[illegible]	11
67	[illegible]	12
68	[illegible]	13
69	[illegible]	14
71	[illegible]	15
72	[illegible]	16
72	[illegible]	17
73	[illegible]	18
74	[illegible]	19
75	[illegible]	20
76	[illegible]	21
77	[illegible]	22

[illegible]	[illegible]	[illegible]
23	[illegible]	78
24	[illegible]	79
25	[illegible]	80
26	[illegible]	81
27	[illegible] "K" [illegible]	83
28	[illegible] "K" [illegible]	84
29	[illegible]	84
30	[illegible]	85
31	[illegible]	85
32	[illegible]	86
33	[illegible]	86
34	[illegible]	87
35	[illegible]	88
36	[illegible]	88
37	[illegible]	89
38	[illegible]	90
39	[illegible]	92
40	[illegible]	93
41	[illegible] (Multiple Regression) [illegible]	96
42	[illegible] (Stepwise Regression) [illegible]	97
43	[illegible]	99

ü‍ƑǀʅǓɛ ƀƊǕəƑƼ

[illegible]

(ƫ ǙǂǅǁƐ)

ǅøǅ Ǐ2ǐưǋǁƐ ƅǗǋǁƐ ǌǋƚƨǅ ǍǂY Ǉƥǩǋ ǏǅǐưǂƚǁƐ ƱƐƥƬǁƐ ǌǋƚƨǅ" ǕǇǒƥ!ƒ ǅǌǊ ǅ5Ǎ Ü ǐ ǍǅǂǁǅǄ

Üƥù ǊƧƒ Ü ǁ Ǎù ǄƧǒ!ƒ ƚǅǄǅƞ ÜƧǒǩ ƞǅǄ ƚ!ǅ Ƨ Ǘ"ǊǐǄǫƥǗƐ ǀƐƥƐƦǋǁƐ Ʀ|Ɛƥǅ Ǐƺ ǅǐǂǅƒyǁƐ ƥưǄ ǊǋǇǁǋ

(ƚǇǍǅƬƤ!ƒ Ƨ|Ƭ ƩǒǇǅ ƧǍǩǂƥ!ƒ ƦǅǩǗ ƒ : 2ƒƧƬƍ) .2013 ÜǇƥƧǗ ƒ

ǅǗǍ!ƒ ăǍǩ ǄǄ ǏǁƵ ǑǄǒƱǇǩ!ƒ YƒƧƬ!ƒ ăǍǩ ǄǄ Ƨǒǩǩ ăƥǄ ǏǁƵ 2 ƧƶǨ!ƒ Ǐ!ƍ ƚ ƒƧƥ!ƒ ǇƦǋ Ʀ5ƥǋ

ǇùǄ ýù ǂ ăǍǩù ǄǄ ǏǁƵ 2 ƧƶǨ!ƒ ǁ !ƦǂǍ ÜƚǒǇƥƧǗ ƒ ƘƒƧƨǍ!ƒ ƨǂƒƧǄ Ǒ5 ǇǒƱǍǄ!ƒ ăƥ! ǑƱǒƱǍ!ƒ

ǅùǄǂ .ƚǒǇƥƧǗ ƒ ƘƒƧƨǍ!ƒ ƨǂƒƧǄ Ǒ5 ǇǒǁǄǅƶ!ƒ ăƥ! ǅǄǋƥǅƶǊǄǊ ǑƱǒƱǍ!ƒ ǅǗǍ!ƒǍ ǑǄǒƱǇǩ!ƒ YƒƧƬ!ƒ

ǇǒǍǍùơǊǄ!ƒ Ƨǒƥù|ǩ Ǐù ǁƵ ƚǒƱǒƱǍ!ƒǍ ƚǒ5ƒƧƺǄǒƥ!ƒ ƘƒƧǒƺǩǄ!ƒ Ưƶǋ ƧǄ ƚ5ƧƶǄ Ǐ!ƍ ƚ ƒƧƥ!ƒ Ƙƶ ǂ

ƚù ǂƒƧƥ!ƒ 2ƒƥùǋǇ ƭùǒ|ơǩ! .ǑƱǒƱǍ!ƒ ǅǗǍ!ƒ ăǍǩ ǄǄ! ǄǋƧǒƥ|ǩ ǅư ǒǅǍ ǑǄǒƱǇǩ!ƒ YƒƧƬ!ƒ ăǍǩ ǄǄ!

ăƧùƞǍ yǊǅù ǩ!ƒǍ ý|ǩù ǂǄ!ƒ ƚ ǂƒƧƥ!ƒ ǐ Ƨǒƺ ǩǄǊ ƭǁƶǩǩ ƚǇǅǊǩǂ ƒ ƧǒǍƱǩ ǄǩÜǅǋǩǅǒ ư Ƨ5 ƚơƬ ƧǅǊǩƤƒǍ

ƘǅǇǅǊǩù ǂǗ ƒ ƥƥùƵ ƹùǁǊǍ ÜƚǄǒƱǩǇǄ!ƒ ƚǇǒƶ!ƒ ƚ|ǒƧƱǊ ǅǋƧǅǒǩƤƒ Ǆǩ Ǒǩ!ƒ ƚ ǂƒƧƥ!ƒ ƚǇǒƵ ǏǁƵ ǅǌƶǒƨǍǩ

ǅùǌǒǁƵ ýǍù Ƭơ!ƒ ǄùǩǑǩ!ƒ ƘǅǇǅǒǊ!ƒ YǅưƤƍ ǄǩǍ ÜƚǇǅǊǩ ǂƒ (472) ýǒǁơǩǁ! ƚơ!ǅƬ!ƒǍ ƚƶƞƧǩ ǂǄ!ƒ

ǑǄǒƱǇǩ!ƒ YƒƧƬǁ! ǑǊǁ ǂǍ ǐ Ǎƥ ƧǅǄ ƥǍƞǍ ƚ ǂƒƧƥ!ƒ ǋƑǅǩǇ ƘǇǒǊ .(SPSS) ƚǒƑǅƬơǗ ƒ ƘƒƧǅǊǩƤǗ!

ÜǅǋǋƧƱǇ ƚǌƞǍ ǇǄǄ ƚǒǇƥƧǗ ƒ ƘƒƧƨǍ!ƒ ƨǂƒƧǄ Ǒ5 ǇǒǁǄǅƶ!ƒ ăƥ! ǇƥǅƶǊǅ yǒǄǄƞǊ ǑƱǒƱǍ!ƒ ǅǗǍ!ƒ ǏǁƵ

ǅǗǍù!ƒ Ǒù5 ýù Ƭǅơ!ƒ ǇǒǅùǊǩ!ƒ ǇǄǄ (%39,1) ǋǩǊ ǂǇ ǅǄ ǑǄǒƱǇǩ!ƒ YƒƧƬ!ƒ ăǍǩ ǄǄ Ƨ ǂ5 ƚǒơ

ǅǗǍù!ƒǍ ǑùǄǒƱǇǩ!ƒ YƒƧƬ!ƒ ǇǄǄ ý ǂ! Ʊ ǂǍǩǄǄ ăǍǩ ǄǄ ƥǍƞǍ Ǐ!ƍ ƚ ƒƧƥ!ƒ ƘǁƬǍǩ ǅǄǂ .ǑƱǒƱǍ!ƒ

Ǐù ǁƵ YƒƧƬ!ƒ" Ǒ5 ƚƱ ǂǍǩǄǄ ƚƞƧƥǊ ƘǅǅƞǑǄǒƱǇǩ!ƒ YƒƧƬ!ƒ ƘǅǍǩǂǄǄ ǇǄ ƚƱƠǋǄ yǄǄ ǑƱǒƱǍ!ƒ

ǅùǄǄǄ Ü"ƘǅƵǅǄƞ!ƒ ǇǒǊ YƒƧƬ!ƒ"Ǎ "ƥƒƧ5ǗƒǇǒǊ YƒƧƬ!ƒ" Ǒ5 ƚƶǩƧǄǄ ƚƞƧƥǊǍ Ü"ǋ ǂ5ǇǄ ƥƧ5!ƒ ăǍǩ ǄǄ

ÜǑ5ƱǅƶƵ!ƒ ǅǗǍ!ƒ) ǑǩǗƒ Ǒ!ƨǅǇǩ!ƒ ƔǒǩƧǩ!ǅǊǍ ƚƱ ǂǍǩǄǄ ƚƞƧƥǊ ǅǌǄǄǒǄǄƞ ƘǅǅƞǄ ǑƱǒƱǍ!ƒ ǅǗǍ!ƒ ƥǅƶǊǄ

ƚù!Ǘƥ Ƙƒ Ʀ ƭǍƧù5 ƥǍƞǍ ǄǄƥƵ Ǐ!ƍ ƚ ƒƧƥ!ƒ ǋƑǅǩǇ ƘƧǅƬǄ ăƧƤǄ ƚǒơǅǇ ǇǄǄ .(ǐ ƧǅǒƵǄ!ƒ ÜƧǄǩǂǄ!ƒ

الصراع داخل الفرد، الصراع بين الأفراد، الصراع بين الجماعات، الولاء العاطفي، الولاء الاستمراري، الولاء المعياري،

[illegible]

1 - 1 [illegible]

[illegible]

(Steers, 1977)

:ƕƨƐƥƣǁƐ ƕǂǀƔǅ 2-1

ƳǍùươǍǆ ýǍùơ ƊöƖöƕƱǨ!ƒ ƘǦƔƒƨƥ!ƒ ǇǆǊ ƥöƥƶ!ǦƖ ƨƤƨö ǑƕƨƶƗ!ƒ ǐƨƒƥǕƒ ƔƥǕƒ ǇǄ ǇǆǊ ǅƩƨ!ǦƖ

ǇöùƖ ƊùpǖƶƗ!ƒ ýǍǦǉǨǨ ǑǨ!ƒ ƊöƖöƕƱǨ!ƒ ƘǦƔƒƨƥ!ƒ ƠƬ ƯơǖöǊ ǋǉǄ ǕƼ ǕǅǦƵ ý‡Ƭƕ ǑǆöƯǉǨ!ƒ ƳƒƨƮ!ƒ

ǊùƞǍ ǏùǀƵ ǑƽöƯǍù!ƒ ǅǕǍù!ƒ ƨǍơǆ ǇöƕǍ ƊöǆǍ‡ơ!ƒ ƘǦǆƯǉǆ!ƒ Ǒ5 ǑǆöƯǉǨ!ƒ ƳƒƨƮ!ƒ ǎǍǨƔǆ

ƨǍǦùơǆǍ ǑǆöƯǉǨ!ƒ ƳƒƨƮ!ƒ ƳǍươǆ ǇöƕƱƕƨ!ƒ ǏǀƵ ƘǦƔƒƨƥ!ƒ Ɗöƕ!Ʃ Ƙƨ‡ƨ Ɗöơ Ǖ f ǍƮƤ!ƒ

ý‡ƕ ǦǌǅƒƥǊǄ ƪöƖơǨ Ǐ!ƍ ƊǆƯǉǆ ý‡ ǏƶƔǨǍ .ǑƽöƯǍ!ƒ ǦưƨƗ!ƒǍ ǅƒƥǕƒ Ǒ5 ƊǀǍǆǨǆ!ƒ ǑǆöƯǉǨ!ƒ ǁǍǀƔ!ƒ

ǇǍù‡ǨǍ ƘǦùǆƯǉǆ!ƒ ǁǀǨ Ǒ5 ǇöǀǆǦƶ!ǦƖ ǅǨǌǉǨ ƊƕƔǦǉǆ ƊƑöƕ ƨöƽǍǨƕ Ǖƺ ƪǀơǨö Ǖ ƒƦǊǍ ǕƊöǀƵǦƽǍ ǀǄǦƽ‡

ǇǦùö‡ ǐǄ Ǒ5 ƥƞƒǍǨǨ ƊǆǦƵ ƊǆƔ ƳƒƨƮ!ƒ ǇǄ ƴǆǍ .ǅǌǋǀǊǦ‡ ǏǀƵ ǀǦǀǀǆ!ƒ ǅǦƕƵǕƒ ƻöƽƤǨ ǏǀƵ ǀƨƥǦƥ

ƪöƖơǨ Ǒ5 ǦǌǨöǀƵǦƽǍ ƊǆƯǉǆ!ƒ ǅǦươǄ ƊöƞǦǨǉƼ ǏǀƵ Ʃ‡ƶǉö ǇǄ Ǉ‡ǆö ǋǀǆƞǆƕ ǉƨöƛǆǨ ǇǄ Ǖƺ ǑǆöƯǉǨ

.ƊöǦǌǉ!ƒ Ǒ5 ǑǉƥƨǕƒ ǇƱƒǍǆǀ! ƊǆƥǀǆǊ!ƒ ƊǆǦƶ!ƒ ƊǆƥƤ!ƒ ƊƶöƕƱ ǏǀƵ ƨƛƌö ǦǆƕƖ ǦǌǅƒƥǊǄ

ƻƒƥùǋǄ Ǒùƽ ƯƨǦƶǨ!ƒǍ ƻǖǨƤǕƒ ǇƵ ǋǨǦǉ ǀƥơƒǍ!ƒ ƊǆƯǉǆ!ƒ ƥƒƨƽǄ ǇöƕƖ ƳƒƨƮ ƥǍƞǍ ƯơǖöǍ

ƘƒƥùǀǨƶǆ!ƒǍ ǅöù!!ƒǍ ƊùöƽǦǀƛ!ƒ ƘǦö5ǀƤ!ƒ ƳǍǉǨǍ ǇǆƒƨƶǨǆ ý‡ƕ ƻƒƨƱǕƒ ǇǆǊ ƻƨƱ ý‡ ƠǃǦƮǆǍ

ƥƨƒǍùǆ!ƒ ǅƔƥǍ ƊöǉǍǉǦ!ƒ ǇǍƋƬ!ƒ ǀƨƑƒƥ Ǐ!ƍ ƳǍƞƨ!ǦƖ ƳǦƕƱǉǕƒ ƒƦǊǆ ƊƛơǦǅǅ! ƥ‡ƋǨ ƥǀ!Ǎ .ƊöƵǦǆǨƞǕƒ

ǇùǆǊ ǀƨöƛ‡ ƘǕǦơ ǁǦǉǊǅ ǇǄ ƥƞǍ Ɗöơ ǕƊƛơǦƕ! ǦǌǆƕǍ ýǆƶǨ ǑǨ!ƒ ƊöƥǀƕƖ!ƒ ǇǍǄƬ!ƒ ǀƨƒƶǍ Ǒ5 ƊöƨƬƕ!ƒ

ƳǦùöƩ ƴùǆ ƘǦǍǨùƔǆ!ƒ ƻùǀǨƤǆ ǏǀƵǍ ƘǦǆöƯǉǨ!ƒ ƻǀǨƤǆ Ǒ5 ƊƥơǨǍ Ƙƛƥơ ǑǨ!ƒ ƘǦƵƒƨƮ!ƒ

ƱǦǆǉǆƕ ƪǀƶǨö Ǧǆ ƊƮǦƤ ƥƒƨ5ǕǕ! ǑǆöƯǉǨ!ƒ ǁǍǀƔ!ƒ ǊöƞǍǨ ǇǆǊ ǊƕƱǦƨǨ ǇǄ ǇǄ‡ǆö ǦǆǊƕǍ ǦǌǉƕǕ ǅǦǆǦǨǊǕƒ

ǅǌǨǦùƶǆǨƞǍ ǅǌǉƼǦùǀǍ Ǎùơǉ ƊùöƕǦƞǕƒ ǅǌǨǦǊǦƞǨǨƒ ǏǀƵ Ʃ‡ƶǉö ƥƤ ǐǁ!ƒ ƨǆǕƒ ǕǑƽöƯǍ!ƒ ǅǕǍ!ƒ

ƳƒƨùƮ!ƒ ǎǍǨƔǆ ƨƛǕ ǦǉǨ5ƨƶǆ ǅƕƵ Ǒ5 ƥƥơǨ Ɗƒƨƥ!ƒ ǉǁǉ! Ɗöƛơƕ!ƒ ƊǀƬǆ!ƒ ǇƷ5 ǋǄǀƵǍ .ƊƞǨǉ!ǦƖ

.ƊöǉƥƨǕƒ ƘƒƨƶǍ!ƒ ƶ‡ƒƨǆ Ǒ5 ǇöƽƯǍǆ!ƒ ǎƥ! ǑƽöƯǍ!ƒ ǅǕǍ!ƒ ǎǍǨƔǆ ǏǀƵ ǑǆöƯǉǨ!ƒ

:ƶƨƐƥǫǁƐ ƴƐǫøøǉƈ 3-1

:Ɨő!Ǘƙ!ƒ ƻƒƥǋǕƒ ƫőǀơƙ Ǐ!ƥ ƗƪƒƧƥ!ƒ ƻƥǌƙ

-1 ƻƧƶƙ!ƒ Ǐǐ Ƶ ăĂƙƪǆ Ƴƒ Ƨ Ʈ!ƒ ŎǆŏƱǈƙ!ƒ ǇǑƶ ǇǑǐǆǕƶ!ƒ Ŏ5 ƨǂƒƧǆ ƙƒƧƨĂ!ƒ ǨƒƥƧǕƒ ƗőǈƥƧǕƒ.

-2 ƻƧƶƙ!ƒ Ǐǐ Ƶ ăĂƙƪǆ ǄǕĂ!ƒ ŎƺőƱĂ!ƒ ǋǋƱǄǆǇƴ (ƒ!ƶƱƺŎǕ ǕǆƙƪƧƒƧǏǕ Ăƒ!ǆƶǆǕƧǏ) ǇǑǐǆǕƶ!ƒ Ŏ5 ƨǂƒƧǆ ƙƒƧƨĂ!ƒ ǨƒƥƧǕƒ ƗőǈƥƧǕƒ.

-3 ǆƶƧ5Ɨ ƧǩǆƙǕǆƒƥ ǨƒƥƧǕƒ Ɨő5ƒƧƶǅŏƥ!ƒ ƗőƺŏƱĂ!ƒ ǏǐƵ ƙǀǆƥǕŏƧ ƒ!ǆƶŏƙĂǐŏǄǇ !ǆƪǕăĂƙǕ ƒ!ƴƨǕƧƒƳ ƒ!ǐǇƥǀƙƒƨǆŏƱǈƙ!ƒ ŎǆŏƱǈƙ ĂǑŏǄǆ ǋƥǀƙǈǆǋǆ ! ǆƪƙǕǆǕ Ăăƒ!ǆƶƧ ǄǕĂ!ƒ ŎƺőƱĂ!ƒ.

-4 ƻƱ!ƒ Ƨǆǂƨǆ ƨƵ ăƥǆ ƧŏǆƧ ăĂƙƪǆ Ƴƒ Ƨ Ʈ!ƒ ŎǆŏƱǈƙ!ƒ Ǐǐ Ƶ ăĂƙƪǆ ǄǕĂ!ƒ ŎƺőƱĂ!ƒ ăƥ! ǇǑǐǆǕƶ!ƒ Ŏ5 ƨǂƒƧǆ ƙƒƧƨĂ!ƒ ǨƒƥƧǕƒ ƗőǈƥƧǕƒ.

:ƶƨƐƥǫǁƐ ƶĭĎǉƈ 4-1

ƧǌǇƱ ƗőǆǋǇǆ ǉǩǋǇ ƗƪƒƧƥ!ƒ ǷǆǕƤ ǉƥǄǖ!ƒ Ŏƙ!ƒ ǷǆǞŏ ǆǋǀőǀơƙ ǆǋőǀƬƶ ƒ!ǇǑƶ Ǖƨ Ăƒ!ƶǆƶǋőƶ Ǐǐ Ƶ Ăơƒǉ!ƒ
:Ŏ!Ǘƙ!ƒ

:ƶĭƥƣǆǁƐ ƶĭĎǉǕƐ

ǆƪǆ ǇǆƗ ǇǑƶ ƗőǆǋǇǆ ƧƣĂǆ Ǉǆƶ Ŏ5 ƗőǆǋǇǆƱǈƙ!ƒ ǇǑƶ ǉǄơ!ƒ Ŏ5 Ǉǆƶ... Ǐǐ Ƶ ǆƪǆ ǆƥƨ

Ăƒ!ǆƶǆǕƧǏ Ŏ5 ǇǑǐǆǕƶ!ƒ Ŏǆǆƶ ... ăĂƙƪǆ Ŏ5 ...

... Ƴƒ Ƨ Ʈ!ƒ ŎǆŏƱǈƙ!ƒ ăĂƙƪǆĂ ǄǕĂ!ƒ ŎƺőƱĂ!ƒ ǋǋƱǄǆǇƴ ... ǇǑƶ ...

... ŎǆǕƶ!ƒ Ŏ5 ƨǂƒƧǆ ƙƒƧƨĂ!ƒ ǨƒƥƧǕƒ ƗőǈƥƧǕƒ ...

...

... .ǇǑƶƱĂǆ!ƒ ăƥ! ǋǌőƞĂƙĂ ǆƒƥǌǕƒ

...

... Ŏƺő ƱĂǆ!ƒ ǄǕĂǆ!ƒ ăĂƙƪǆ ǋǆƥǕƵĂ ǇǑǐǆǕƶ!ƒ Ƴƒ Ƨ Ʈ!ƒ ăĂƙƪǆǇ ƒ ...

.ǆǄƺ!ƒ ǂǄƱ!ƒ ŎƺƱĂǆ!

5-1

-1

-2

-3 ($\alpha \leq 0.05$)

-4 ($\alpha \leq 0.05$)

-5 ($\alpha \leq 0.05$)

1-6 [illegible]:

[illegible]:

1- [illegible].

2- [illegible].

3- [illegible] (α ≤ 0.05) [illegible].

4- [illegible] (α ≤ 0.05) [illegible].

5- [illegible] (α ≤ 0.05) [illegible].

1-7 [illegible]:

1- [illegible].

2- [illegible].

3- [illegible]

[illegible]

[illegible] -4

[illegible] (%42,16) [illegible]

8-1 [illegible]:

[illegible]

9-1 [illegible]:

[illegible] (2012) [illegible] (26) [illegible] (2012/4/15) [illegible] (2012/5/15) [illegible] (60) [illegible] (10) [illegible] (47) [illegible] (60) [illegible]

[illegible] (472) [illegible] (%93) [illegible] (1) [illegible]

[illegible]

[illegible]

[illegible]

(1) [illegible]

[illegible]

[illegible]	[illegible] (%)	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
50	97	56	60	512	[illegible]	1
43	88	53	60	303	[illegible]	2
53	93	58	60	228	[illegible]	3
47	92	55	60	161	[illegible]	4
51	98	59	60	268	[illegible]	5
51	100	60	60	104	[illegible]	6
47	90	54	60	142	[illegible]	7
47	92	55	60	110	[illegible]	8
48	93	56	60	145	[illegible]	9
35	85	40	47	47	[illegible]	10
-----	-----	-----	-----	169	[illegible]	11
-----	-----	-----	-----	412	[illegible]	12
-----	-----	-----	-----	446	[illegible]	13
-----	-----	-----	-----	207	[illegible]	14
-----	-----	-----	-----	1003	[illegible]	15
-----	-----	-----	-----	258	[illegible]	16
-----	-----	-----	-----	221	[illegible]	17
-----	-----	-----	-----	1424	[illegible]	18
-----	-----	-----	-----	78	[illegible]	19
-----	-----	-----	-----	83	[illegible]	20
-----	-----	-----	-----	216	[illegible]	21
-----	-----	-----	-----	1310	[illegible]	22
-----	-----	-----	-----	103	[illegible]	23
-----	-----	-----	-----	186	[illegible]	24
-----	-----	-----	-----	131	[illegible]	25
-----	-----	-----	-----	309	[illegible]	26
472	93	546	587	8576	[illegible]	-----
%5.5	-----	%6.4	%6.8	-----	[illegible]	-----

10-1 :

11-1 :

(2006

.(2011

(Face Validity)

(20)

(2)

(0,78) (0,86) (0,88)

þùƶǀ ýùǆǅƶǆ ƸùǇǀ5 Ŏ5ŏƲĂ!ƒ ČŬĂ!ƒ Ƨŏʓǩǆ! Ƚǀʅǉ!Ǆ ǅǆD .ý‡‡ ŎǆŏƲǉǩ!ƒ ƳƒƧƬ!ƒ þǅƶǀŪ (0,92)Ă

Ü ĭ ƧǅùŏƶǆǄ!ƒ ČŬĂù!ƒ þùƶǀ! (0,76)Ă ÜƧǆǩùʅǆ!ƒ ČŬĂ!ƒ þƶǀ! (0,88)Ă Ü(0,87) Ŏ5ƱǅƶǄ!ƒ ČŬĂ!ƒ

ǄĂùǇƶ!ƒ ȽĂơǀ Ŏ5 Ƚ!ĂǀǀǆĂ Ƚǀʅǅǉǆ Ɣʅǉ!ƒ ǉŖǌ ƧǀǩƶǩĂ .ȽƶǆǩƞǆŎ5ŏƲĂ!ƒ ČŬĂ!ƒ þǅƶǀŪ (0,92)Ă

.Ƚʅƒƨþ!ƒ ǉŖǌ ƘǅŏǅƩ ǄþƤǩĂ ȽŏǉǅʅǉŰƒ

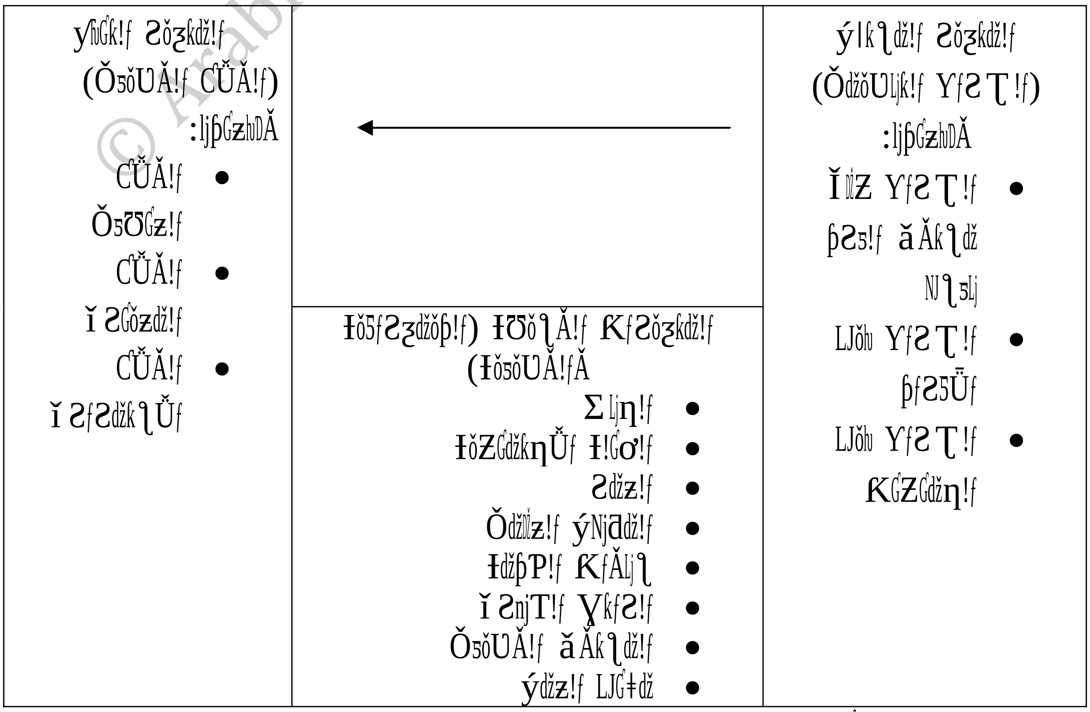
(2) !5þ üǌǭǁǁƐ

ƑƵǁǂ ƠƑǅǆǌþǀ Ĭ‡ƇƐǭǁƐ ƼƒƨȽŰƐ üǄƒƴǄ þƑǅȽƇƐ ƛəƑȽǆ

ŎǇƤƒþ!ƒ ƭǅʅǩŬƒ	þǅƶǀŬƒ
0.88	ǋʅ5ǉ þƧ5!ƒ ăĂǩʅǆ ĬǇƵ ƳƒƧƬ!ƒ
0.86	þƒƧ5Ū ǇŏǀƳƒƧƬ!ƒ
0.78	ƘǅƵǅǆƞ!ƒ ǇŏǀƳƒƧƬ!ƒ
0.92	ý‡‡ ŎǆŏƲǉǩ!ƒ ƳƒƧƬ!ƒ
0.87	Ŏ5ƱǅƶǄ!ƒ ČŬĂ!ƒ þƶǀ
0.88	Ƨǆǩʅǆ!ƒ ČŬĂ!ƒ þƶǀ
0.76	ĭ ƧǅŏƶǄ!ƒ ČŬĂ!ƒ þƶǀ
0.92	ý‡‡ Ŏ5ŏƲĂ!ƒ ČŬĂ!ƒ

:ǀƨƐþǭǁƐ ȽƤǌǄǆ 12-1

* ǊþȽƾǄǁƐ ǀƨƐþǭǁƐ ȽƤǌǄǆ : (1) !5þ üǀʅǁƐ



* Ƚƛơǀ!ƒ þƒþƵǫ ǇǄǆ

[illegible] 13-1

[illegible]

[illegible]

[illegible]

([illegible]) : [illegible]

([illegible]) : [illegible]

([illegible] 47 _ [illegible] 46-36 _ [illegible] 35) : [illegible]

([illegible]) : [illegible]

([illegible] 16_[illegible] 15-11_[illegible] 10-6_[illegible] 5) : [illegible]

_ [illegible] 1000-501 _ [illegible] 500-251 _ [illegible] 250) : [illegible]

([illegible] 1000 [illegible])

_ [illegible]) : [illegible]

([illegible])

[illegible]

[illegible]

.([illegible])

[illegible] 14-1

[illegible]

: [illegible] (Statistical Package for Social Sciences-SPSS) [illegible]

: [illegible]

[illegible]

[illegible]

.[illegible]

:ĂǂƳ ƅǂDžƗƪDžǁƀ ǏƏƑƬƟŰƀ üǐǂƟƗǁƀ ƒǐǁƑƨƈ :ƑǐǆƑƙ

ƥƈùƶƅŰ ƗƪƒƧƥ!ƒ ƗǇöƵ Ƨǒƥlƙ Ŏ5 ƈöƑƈƮơƍ ýƒƥ ƻůƙƤƒ ǁƈǇǋ ǇƈǂƒƦ Ɨ5ƧƶǆƝ :(T-Test) ƥƑƈƗƍǁƀ

ƒƦùǋ DžƒƥƤƙùƪƒ Džùƙ Ă ÜǇǒƙƑ5!ƒ ƘƒƦ ƘƒƧǒƺƙǆǆƝ ăƨƶƙ Ŏ5öƱĂ!ƒ ƇŰĂ!ƒĂ ŎǆǒƱǇƙ!ƒ ƳƒƧƮ!ƒ ăĂƙƪǆ

Ɨù!ƈơ!ƒĂ ƩǇùƞ!ƒ ƘƒƧùǒƺƙǆƅ ǇǒlƶƙǆƝ!ƒ ƗƶƅƒƧ!ƒĂ Ɨƛ!ƈƛ!ƒ ƗƪƒƧƥ!ƒ Ŏƙöƣƨ5 ŎƑƨƞ ýǒǁơƙ! ƧƈƅƙƤŰƒ

.ƗǒƵƈǆƙƞŰƒ

ýƒƥ ƻůƙùƤƒ ǁƈùǇǋ ǇƈǂƒƦ Ɨ5ƧƶǆƝ :(One-Way ANOVA)ăƍƑƟŰƀ DžǐƑƈƗǁƀ üǐǂƟƗ ƥƑƈƗƍǁƀ

Ʊƶƅ! ăƨƶƙ Ŏ5öƱĂ!ƒ ƇŰĂ!ƒĂ ŎǆǒƱǇƙ!ƒ ƳƒƧƮ!ƒ ăĂƙƪǆ ƥƈƶƅŰ ƗƪƒƧƥ!ƒ ƗǇöƵ Ƨǒƥlƙ Ŏ5 ƈöƑƈƮơƍ

Ŏùƒƨƞ ýùǒǁơƙ! ƧƈùƅƙƤŰƒ ƒƦùǋ DžƒƥƤƙƪƒ DžƙĂ ǇǒöĂƙƪǆ ĂƉ ǇǒƙƑ5 Ǉǆ ƧƛǂƉ ýǆƮƙ Ŏƙ!ƒ ƘƒƧǒƺƙǆ!ƒ

ǋǒ5öùƮ ƧƈùƅƙƤƒ DžƒƥƤƙùƪƒ Džùƙ ƈǆǂ ÜƘƒƧǒƺƙǆ!ƒ ǁǆƙƅ ǇǒlǆƶƙǆƝ!ƒ ƗƶƅƒƧ!ƒĂ Ɨƛ!ƈƛ!ƒ ƗƪƒƧƥ!ƒ Ŏƙöƣƨ5

.ƘƥƞĂ Ǉƍ ǇǒƛĂơƅǆ!ƒ ƘƈƅƈƞƍŎ5 ƗǒƑƈƮơŰƒ ƽĂƧ5!ƒ ƧƥƈƮǆ ǇƵ ƻƮǂƝ (Scheffe)

ƗƥƍøƗDžǁƀ ƥƀƍƟǆŰƀ üǐǂƟƗ ƥƑƈƗƍǁƀǋ (Multiple-Regression) ƍƍƳƗDžǁƀ ƥƀƍƟǆŰƀ üǐǂƟƗ ƥƑƈƗƍǁƀ

ÜƳƥƈùƙ!ƒ Ƨùöƺƙǆ!ƒ ǏǆƵ ƗƪƒƧƥ!ƒ Ŏ5 ýlƙƪǆ!ƒ Ƨöƺƙǆ!ƒ ƧƛƉ ƥöƥơƙ! :(Stepwise Regression)

.ƗƪǆƈƤ!ƒ ƗƪƒƧƥ!ƒ Ɨöƣƨ5 ƧƈƅƙƤŰ ƈǋǆƒƥƤƙƪƒ DžƙĂ

:ƅƨƀƥƍǁƀ ƧƑǐƽDž 15-1

:Ŏ!ƙ!ƒ ýĂƥƞ!ƒ ƽ5Ă ýǒǁơƙ!ƒ ƩƈlǆƙǆƝ ƥƥơƙĂ

(3) !5ƥ üǋƍǀǁƀ

üǐǂƟƗǁƀ ƧƑǐƽDž

ƅǀƥƍǁƀ	ǏƈƑƨƟǁƀ Ʊƨǋƪƀǋǁƀ
Ɨöǒƥƙǆ	2.5 ǇǆƉ ýƍƉ
ƗƱƪĂƙǆ	3.5 ǇǆƉ ýƍƉ -2.5
Ɨƶ5ƙƧǆ	5 -3.5

:ƅǐƏƀƥǀŰƀǋ ƅǐƟűƱƮŰƀ lƑƻǐƥƳƗǁƀ 16-1

:ƗƪƒƧƥ!ƒ ǇƦǋ Ŏ5 ƘƇƈƞ ƈǆƂ ƈǋǇǆƉ ýǂ ƻöƧƶƙĂ ƗǆƥƤƙƪǆ!ƒ ƘƈơǁƱƮǆ!ƒ ǇǆƉ ƥƥƵ Ŏǁö ƈǆö5

:(Organizational Conflict) ǏDžǐƱǆƗǁƀ ƱƀƥƮǁƀ -Űǋƈ

Ɨù!ĂƈơǆƝ ăƧùƤƉ ƗƵƈǆƞ ĂƉ ƥƧ5 ƥǋƞ ýöƱƶƙ ƥƮǁƅ ƒƥǋƞ ƈǋö5 ǇĂǂƧƈƮǆ!ƒ ƥƒƧ5Űƒ ýƦƅö ƻpƒĂǆ

ƇƈùƣƵƉ Ǉöƅ ƗƪƈƙǆǆƝǀƅ ƻƮƙƙĂ Ü(Robbinns, 1997) DžǋƙƈƅƞƒĂ ĂƉ Džǋ5ƒƥǋƉ ƽölơƙ ǇǆƉ DžǋƙpƈƵƍ

[illegible]

[illegible] :(Intrapersonal Conflict) [illegible] - 1

[illegible]

.(Luthans, 1992) [illegible]

[illegible] :(Interpersonal Conflict) [illegible] - 2

[illegible]

.(1995 [illegible]) [illegible]

:(Intergroup Conflict) [illegible] - 3

[illegible] Bedeian,) [illegible]

.(1993

:(Organizational loyalty) [illegible]

[illegible] (Kantor, 1986) [illegible]

[illegible] :(Affective Loyalty) [illegible] - 1

[illegible]

[illegible]

-2 [illegible] :(Continuance Loyalty) [illegible]

[illegible]

-3 [illegible] :(Normative Loyalty) [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] 1-2

[illegible]

[illegible]

[illegible] 2-2

[illegible]

[illegible]

[illegible] (Robbinns, 1997) [illegible] (Baron, 1983) [illegible]

[illegible] (1993 [illegible]) [illegible]

[illegible] (Kinicki and Kreitner, 2001) [illegible]

[illegible] (Schermerhorn, 1994) [illegible]

[illegible]

[illegible]

[illegible] (2006 [illegible]).

[illegible] 3-2

:(2008 [illegible]) [illegible]

-1 [illegible]

[illegible]

-2 [illegible]

[illegible]

[illegible]

-3 [illegible]

-4 [illegible]

[illegible]

[illegible] 4-2

[illegible]

[illegible]

[illegible] :(Functional Conflict) [illegible]

[illegible]

[illegible] .(Rahim, 2002)

[illegible] :(Disfunctional Conflict) [illegible]

[illegible]

Schermerhorn, et al,) [illegible]

.(1991

:[illegible] 5-2

:[illegible]

[illegible] :(Intrapersonal Conflict) [illegible]

[illegible]

:(2004 [illegible]) [illegible]

[illegible]

[illegible]

[illegible]

.ǸƑƒþD ǈǑ˥ơǨ ǏǁƵ þƧƼ!ƒ ǉƧþƿ ǊþƵ -

ƚǒǆǒƲǈǨ!ƒ ý‡ǴǌǊ!ƒ Ǒ5 ƘǴǑ!ǍƋ˥ǆ!ƒǍ ƘǴƱǁ˥!ƒ ǈƨƒǍǨ ǊþƵ ǍD ƟǍ ư Ǎ ǊþƶƕƽǁƶǨǨ ýǆƒǍƵ -

.ƘǴǆǕƲǈǆ!Ǵ ƚ ƬǴƤ!ƒ

:(Interpersonal Conflict) ƣƐþƺǗƐ ǊǏǴ ƱƐþƬǁƐ :ƑǏǆƑǨ

ǕǴùǌƕ ǈǍùǆǍǀǑ Ǒù!ƒ ƧƒǍþǕƒǍ þƒƧ5Ǖƒ ƘǴȠǴơ ƻ ǘǨƤǗ ƚȠǑǨǈ ƳƒƧ Ƭ!ƒ ǈǆ ƳǍǈ!ƒ ƒƦǋ ƚ þơǑ

ǕýǴù ƬǨǗƒ ƘƒƧþƿǍ ǛǴǑƬǕƒ ƘǴ‡ƧþǆǑ5 ǊǌǨǍǴ5ǨǍ ǕǊǌǨƒþǀƶǆǍ ǊǌǆǑƿǍ ǊǌǨǴǋǴȠǨƒ ƻ ǘǨƤǗ ǁ!Ʀ‡Ǎ

:(1993 ǕƧǋǴǆ) ǴǋƨƧƕD ǈǆ ǉþǑƵ ƔǴƕ˥Ǖ ƚǆǕƲǈǆ!ƒ Ǒ5 þƒƧ5Ǖƒ ǈǑƕ ƳƒƧ Ƭ!ƒ ƋƬǈǑ ƚǆǴƵ ƚƼ ƬƕǍ

- ƻ Ƨùƶǒ Ǵùǆ ǍD ƚùǑƧƒþǕƒ ƘƒþơǍǁ! ƚǈǍ‡ǆ!ƒ ǊǴ˥ƿǕƒ þþƵ ǉþǴƨ ǊǨǑ ǈǑơ ǘǍǆ5 ƚǒǆǒƲǈǨ!ƒ ƘƒƧǒƺǨ!ƒ

ƚ5ù˥ǁ5Ǎ ƚǨǍǴ5ǨǆǍ ƻ ƒþǋD ǛǍƬǈ ǏǾ ǐþƋǑ ǁ!Ʀ ǈǆ5 ǕýǆƶǏ!ƒ Ǒ˥ǀ Ǒ5 þƑƒƨ!ƒ ƒ ƬǨǏ!ƒ ǍD ƨǑǴǆǨ!Ǵ

ƚùǑƧǋǍȠ Ƙùǈǁ‡ ýǴơ Ǒ5 ƚǑǁƤƒþ!ƒ ƘǴ5ǘǨƤǗƒ ǈƦǋ þǑƨǑ ǴǆǆǑ ǕƚƛþơǨ˥ǆ!ƒ ǊǴ˥ƿǕƒ ǈǆ ý‡! ƚǑƧƒþǐ

.ƳƒƧ Ƭ!ƒ ƋƬǈǑ ǈD ýǴǆǨơƒ

- ƘƒƧƒƧùƿ Ǐùǁƶ ƒþƧ ýùƛǆǨ ƘǴƶƒƧƬ!ƒ ƯƵƕ5 Ǖýǆƶ!ƒ ƘƒǴƒƧȠǐǍ þƶƒǍƿ ƽǑǕƱǨ ǈƵ Ǵ ư Ƨ!ƒ ǊþƵ

- ƻ Ƨù Ƭ ǍD ƘǴùƕǍǀƶ!ƒ ƳǴùǀǑȠ ǍD ƇƒþǕƒ ǊǑǑǀǨƕ ƽǁƶǨǑ Ǵǆ ƚ ƬǴƤ ǴǌǑ5ƲǍǆ ƽơƕ ƚǆǕƲǈǆ!ƒ ǴǋƧþ Ƭǁ

.ƘƋ5Ǵ‡ǆ!ƒ

- ǊǌǨưƶƕǍ ǕǈǑƧƤǗƒ ƘǴ5Ƭ ƔǆǊǌƬƑǴ ƬƤǍ ǊǌǨǴ5Ƭ ƽ5ƒǍǨǨ Ǘ þƒƧ5Ǖƒ Ưƶƕ5 ǕƘǴǑƬƤƬ!ƒ ǊƒþƬ

.ǈǑƧƤǗƒ ǉǴǴƶǆƕ ƔǨǆǨ˥Ǒ5 ƚǑǆƒǍþƶ!Ǵ ƻ ƬǨǑ

- ǈƋƬ ǈǆ ƱơǁǊ ǸƶƧþǑ ǴǆǆǑ Ǖƻ ƒƧƱǕƒ þơǕ ƚƕ˥ǈ!Ǵ ƚǈǴ‡ǆ!ƒ þþǌǑ ƧƱƤ þǍȠǍ ǍD ƚǑǈǍþ!Ǵ ƩǴ˥ơǕƒ

.ǈǑƧƤǗƒ

(The Johari ǐƧǴùǋǍȠ ǉƦù5ǴǈǑ þƒƧù5Ǖƒ ǈǑùƕ ƳƒƧ Ƭ!ƒ ƚǑ‡ǑǆǴǆǑþ ýǑǁơǨ! ƚƵƑǴƬ!ƒ ǊƦǴǆǈǨ!ƒ ǈǆ

ƒƦùǋ (2) ǊùƿƧ ý‡Ƭ!ƒ ǑưǍǑǍ (Joseph Lauft & Harry Ingham) Ǐ!ƍ ƚƕ˥ǈ Window)

:ǊƦǍǆǈ!ƒ

ǎþƑǈǋǊ ƔƤƺƑǆ :(2) !5þ ǕǀǨƐ

ǊǏþƣǑƐ ƹþyǏ Ǘ ƣþƺǁƐ	ǊǏþƣǑƐ ƹþyǏ ƣþƺǁƐ	
2	1	ǸǨ5ǈ ƻ Ƨƶǒ þƧƼ!ƒ
4	3	ǸǨ5ǈ ƻ Ƨƶǒ Ǘ þƧƼ!ƒ

272-267 ƒ ǕƚǒƶǆǴȠ!ƒ Ƨƒþ!ƒ:ƚǑƧþǈ‡˥Ǘƒ Ǖ" ǉƐþƑǸǆǊƐ ƅƑǆǴ ǕƣǋƣǆǊ:ǏǊǏưǆƚǁƐ ƿǋ‡ƨǁƐ".(2003).þǆơD ǕƧǋǴǆ *

βƧùƼ!ƒ ǇĂù‡ŏ ƚ ùŏơ ƘŬƠơ!ƒ ý ư5Đ ŎŊĂ :ǇŏƧƤŬƒ ƻ ƧƶŏĂ ŊƮƼǉ ƻ Ƨƶŏ βƧƼ!ƒ :ĂǁŊǙɛ ƕǁƑƟǁɛ

ýŋùƮŏ Ǥùǆǆ ǕǅŋƶǄ ýǆǤƶƙŏ ǇŏƦ!ƒ ƘǤŊǤηƙƒĂ ƴƼƒĂβ ǏǁƵ ƴǁƱǆ ĂŊ Ǥǆ‡ ǕŊƶƼƒĂβĂ ǉƧƵǤƬǆ! Ǥ‡Ƨβǆ

ƚ Ăβùơ ýǤǆƙơƒ Ǉǆ ǁ!Ʀ ýǁǀŏĂ ǕǅŋǉŏƕƖ!βǤƕƙǆ!ƒ ƚǀƛ!ƒ βηĂŏĂ ǇŏƧƤŬƒ ƴǆ ýƵǤƼƙ!ƒ ƨƨƶŏĂ ýǤƮƙŬƒ

.ƚǆƱǉǆ!ƒ ƇǤ ư ƵĐ Ǉŏƕ ƘǤƵƒƧƮ ĂĐ ý‡ǤƬǆ ǏĐ

ƘǤùŊǤηƙŬ βƧùƼ!ƒ ƚùƼƧƶǆ ǅβƵ Ŏ5 ƚǁ‡Ƭǆ!ƒ Ǉǆ‡ƙ ǤǉŊĂ :ƱǀƼ ŊƮƼǉ ƻ Ƨƶŏ βƧƼ!ƒ :ƕǏǆƑƙǁɛ ƕǁƑƟǁɛ

ǇŏƧùƤŬƒ ǁĂǁƮƕ ƋƕǉƙƼ!ƒ βƧƼ!ƒ ƴŏƱƙƮŏ ǖ5 ǕǅŋƕŊ‡Ǥ‡ƙơƒĂ ǅŋƶǆ ŊǁƵǤƼƙ ƚǁƿ ƔƕƮƕ ǇŏƧƤŬƒ ƴƼƒĂβĂ

ƴùǆ ýùǆǤƶƙ!ƒ Ŏ5 ǉββƧƙ Ǉǆ βŏƨŏ Ǥǆǆ ǕǅŋƼǤƶ5Đ Ǉǆ ŊƶpĂƙŏ Ǥǆ ǏǁƵ ƇǤǉƕ Ŋ!Ǥƶ5Đ βĂβƧ! ƱŏƱƤƙ!ƒ ĂĐ

.ƳƒƧƮ!ƒ ƚ Ăβơ Ŏ5 ƔƕƮƙŏĂ ǇŏƧƤŬƒ

Ǥ‡Ƨβǆ βƧƼ!ƒ ǇĂ‡ŏ Ʀǫ Ǖƚŏǉƛ!ƒ ƚ!Ǥơ!ƒ Σ ‡Ƶ ƚ!Ǥơ!ƒ ǉƦŊĂ :ƱǀƼ ǇŏƧƤŬƒ ƻ Ƨƶŏ βƧƼ!ƒ :ƕƙǁƑƙǁɛ ƕǁƑƟǁɛ

βùŏƨƙ Ǥ ưŏĐ ƚ!Ǥơ!ƒ ǉƦŊĂ ǕǤ ư ƼƤǉǆ ŊƶƼƒĂβĂ ǉƧƵǤƬǆ! Ŋ‡ƒƧβǫ ǇĂ‡ŏ ǤǆǉŏƕƇ ǇŏƧƤŬƒ ƴƼƒĂβĂ ƧƵǤƬǆ!

.ƳƒƧƮ!ƒ ƚ Ăβơ ýǤǆƙơƒ Ǉǆ

ǏǁƵ ǏĂƱǉƙ ƚ ŏơ ƘŬƠơ!ƒ ĐĂƮĐ ŎŊĂ :ǇŏƧƤŬƒ ƻ Ƨƶŏ ǙĂ ŊƮƼǉ ƻ Ƨƶŏ Ǚ βƧƼ!ƒ :ƕƴǤɛβǁɛ ƕǁƑƟǁɛ

Ǉǆ ǉβǤơ ƘŬƠơƕ ƻ pĂǆ!ƒ ƧηƼǉŏĂ ǅŋǉŏƕ ýǤƮƙŬƒ ƔƶƮŏ5 ǅŋ!Ăơ Ǉǆ ĂĐ ǅŋƮƼǉǕ βƒƧ5Ǖƒ ǅŋ5 ǅβƵ

.ǉβơƒĂ!ƒ ƚƵǤǆη!ƒ Ǉǆ ư ǏƙơƚǆƱǉǆ!ƒ ƇǤ ư ƵĐ ǇŏƕƘǤƵƒƧƮ!ƒ

ýǤùηǆ Ŏ5 βƒƧ5Ǖƒ ǉβƵǤƮǆ ƳƒƧƮ!ƒ ǉƧƒβǫ ǏǁƵ ǇŏƼƧƬǆǁ! ǇƎ5 "ǏƧǤŊĂη ǉƦ5Ǥǉ" ýŏǁơƙ ǏǁƵ ƇǤǉƕĂ

:ƚŏ!Ǥƙ!ƒ ƘǤơƧƙǉǆ!ƒ ƪŏƕƱƙ ýǖƤ Ǉǆ ýǆƶ!ƒ

ƘǤùǆĂǁƶǆ Ǚ ǕǤŋƙơƮ Ǉǆ ƪǀơƙ!ƒ Ǉ‡ǆŏ ǉββơǆ ƪƑǤǀơ Σ ‡ƶŏ ŎƼƮĂ ý‡Ƭƕ ƘǤǆĂǁƶǆ!ƒ ƇǤƱƵǫ _

.ƚƮǤƤ ƇƒƧƇ ĂĐ ƚǆǤƵ

.ǇŏƧùƤŬƒ ƘǤ5ƧùƮƙ Ŏù5 ƧŏƋùƙ!ƒ Ŋƶǆ ýǆƙơŏ ǏƦ!ƒĂ ƔƮǤǉǆ!ƒ ƘpĂ!ƒ Ŏ5 ƘǤǆĂǁƶǆ!ƒ ƇǤƱƵǫ _

.Ŋǉǆ ƦƤƋƙ ĂĐ ƚǆĂǁƶǆ!ƒ Ŋ! ǏƱƶƙ ǏƦ!ƒ βƧƼ!ƒ ƚŏƮƤƬĂ ǁƒƧβǫ ǅŋ5 _

.ƚ!Ŭβ!ƒ ĂĐ ǏǉƶǆƖ!ƒ ƚơưƒĂ ƧŏƺƘƒƧǤƶƬ!ƒ ƔǉηƙĂ ǕǤŋŏ5 ƧŏƋƙ!ƒ Ǉ‡ǆŏ ƘǤ5ƧƮƙ ǏǁƵ ƨŏ‡Ƨƙ!ƒ _

:(Intergroup Conflict) [illegible]

[illegible]

:(2004 [illegible]) [illegible]

- [illegible]
- [illegible]
- [illegible]
- [illegible]

(4) !ƽþ üŊǬǕǁǁ

hǐDžǐưǂǁǁ lƒYƐþT ǁǁ ƒƑƓƨ

Yhl!f	DžpS!f	Yhl!f	DžpS!f
ƘǦőơǔ Ţ!f ΘĂ ư Ă Dǐþ Ƶ	2	ƘƒSƒSl!f ƦǴPkf Ɨzǒhƹ	1
þSƒĂdž!f ƗŏþĂþơdž	4	ƘǦő!Ăƌl dž!f ΘĂ ư Ă Dǐþ Ƶ	3
ƗŏSƒþǗƒ ƗhǦpS!f Ƨ ƶ ư	6	ŎdžŏƱǉk!f ǶǦǉhl!f Ƨ ƶ ư	5
ƽŏ ǉk!f Ƨ ƶ ư	8	ýǴ Ţ kǓƒ Ƨ ƶ ư	7
Ɨ!þǦhkdž!f ƗŏþǦdžkƵǓƒ	10	Ɨŏdž lS!f Sŏƺ ƘǦdžŏƱǉk!f	9
SĂþ!f Ư Ădžƺ	12	Ƨ þnj!f YƒSŢ	11
ƗŏŢPT!f ƘǦdž l!f Ƨ ǔkPƒ	14	Džŏl!f Ƨ ǔkPƒ	13
Ɨhŏnj!f LJƵ ƚ ơh!f	16	ǁ ƒSþǗƒ Ƨ ǔkPƒ	15
ƱǦhơǗƒ	18	ƦĂƽǉ!f LJƵ ƚ ơh!f	17
ƨƽƒĂơ!f Ƨ ƶ ư	20	ƘǦpǔ ƶ!f ǁ hǴTk	19
LJŏǁdžǦƶ!f LJŏh lƒĂǴ ldž!f Dǐþ Ƶ	22	ƗdžƱǉdž!f Džŋơ Shƚ	21
ƗŏþSƽ!f ƽĂSƽ!f	24	ƘǦdžĂǁƶdž!f Ƨ ƶ ư	23
ƗƑŏh!f ƘƒSŏƷk	26	Ƨ ƒþNJǕƒ Ư SǦƶk	25
ƗƱTǉǕƒ Ƨ ǔkPƒ	28	ǶƒþǕƒ SŏŏǦƶdž Ƨ ǔkPƒ	27
LJŏŢ ŢPkdž!f Ĭǁ Ƶ þŏƒƨkdž!f YǁƱ!f	30	ƗŏSƒþǗƒ ƨƚƒSdž!f Ƨ ǔkPƒ	29
ƘǦNJǦŋǓƒ Ƨ ǔkPƒ	32	ŎdžŏƱǉk!f Džƒƨk!Ǔƒ Ƨ ƶ ư	31
ĭ þǦŏl!f Ʊdžǉ!f	34	SĂþ!f YƒSŢ	33
ǦƽŏƱĂ ƗnjhǴTkdž!f ƘƒSƒþǗƒ LJŏh YƒSŢ!f	36	ŎƽŏƱĂ!f Ǧ ư S!f Ƨ ƶ ư	35
ǶƒþǕƒ Ŏƽ Ʃ ƽǦǉk!f	38	ǦŏƵǦdžkŋƒĂ ǦŏƽǦlƛ LJŏǁdžǦƶ!f Ɨŏƽǁ P ƘĂǦƽk	37
ŎƽƒSTǓƒ YĂǁ lǕƒ	40	LJŏǁdžǦƶ!f LJŏh ƗŏŢPT!f ƘǦpǔ ƶ!f Ɨzǒhƹ	39
Ơ!ǴŢdž!f Ƨ ǔkPƒ	42	ŎƽŏƱĂ!f ýhlk ldž!f	41
________________	___	LJŏǁdžǦƶǁ! ƗŏƵǦdžkŋǓƒ ƨƚƒSdž!f ƘĂǦƽk	43

ƯƑǴŢ þưǂ lƑNJǕǁNjǁ hǐΘƨDž hƨƐþq: ƑNJyDž üDžƑyǂǁǁ ƒĭǁƑƨǋNj hǐDžǐưǂǁǁ lƒYƐþTǁǁ" .(2006) .ƽSǦƱ ÜǑhŏkz!f *

ÜƗùŏǉdžǕƒ DžĂǁz! ƗŏhSz!f Ƨ ŏǦǉ ƗzdžǦŋ ÜlSĂTǉdž Sŏƺ SŏklŋǦdž Ɨ!Ǵl S Ü" ƒ ƑĭþǁǁǁhǐǬDžǦ lƐƦƐNjǕǂǁ hǐDžƑyǁǁ hǐþǐǬDžǁǁ

.37 ƒ ÜƯǦŏS!f

:ĬDžǐưǂǁǁ ƱƐþTǁǁ üΘƐþDžNj lƑǐǂDžY 6-2

ýùPƒþ YƒSŢ!f Ǧnjh Sdžŏ Ŏk!f ýơƒSdž!f þŏþơk ýĂơ ŎdžŏƱǉk!f YƒSŢ!f ýǦŋdž Ŏƽ YǦkƚ!f Ƨ ǁkPŏ

ƗùŏǁdžƵ" NJùǉǆh Ŏù džŏƱǉk!f YƒSùŢ!f (2008 ÜLJǦdžƶ!f) ShkƵƒ þpĂ ÜƗǁơSdž ýƚ lþdžĂ ƘǦdžƱǉdž!f

."YƒSŢ!f lǦŏơ lSĂþ ǦnjŏǁƵ ƽǁƱŏ LJǅ LJƚdžŏ ƗhpǦƶkdž Ɨǁlǁl ĂǅýơƒSdž ShƵ SĂƱkŏĂ ƌTǉŏ ƗŏƚŏdžǦǉŏþ

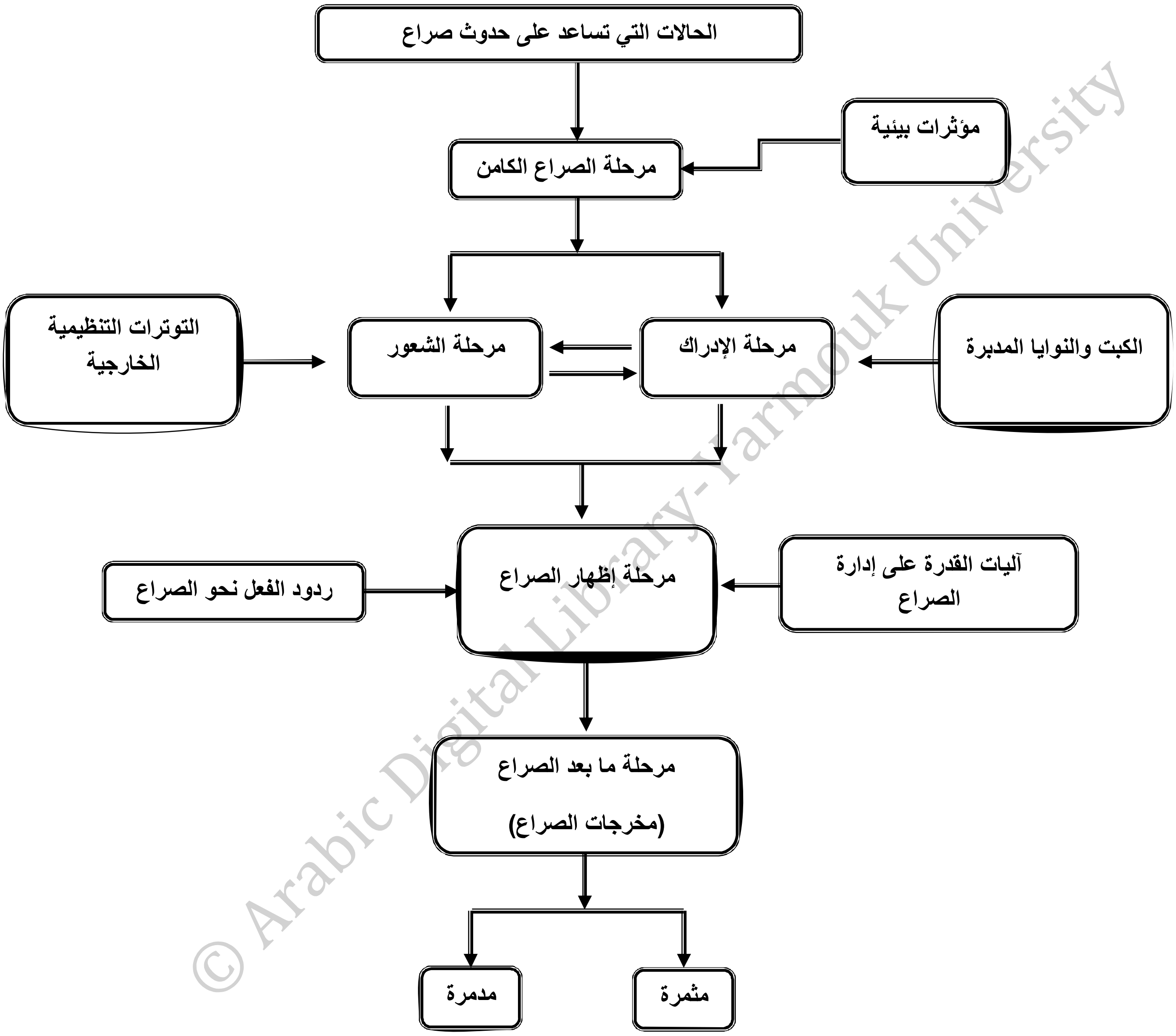
ĂùNJĂ ƒSǴùTkǉƒĂ ǓĂùhp SƛƚǕƒ ǕƦĂdžǉ!f SƚƦh ŎƽkƚǉĂ YƒSŢ!f ýơƒSdž ƠưĂk ǕƦǦdžǉ lþƵ ǁǦǉNJĂ

DžpS ýƚT!f Ǧnjơ ư Ăŏ ýơƒSdž ƩdžP LJdž ư kŏĂ (Pondy L. ,1980) YkǦƚ!f NJơSkpf ĭƦ!f ǕƦĂdžǉ!f

:ƗǁơSdž ýƚ Ĭǁ Ƶ ƘƒSƛƌdž!fĂ ǦnjǉŏhǦdžŏƽ ƘǦpǔ ƶ!f Ơ ư Ăŏ Ǧdžƚ (3)

(3) !ﺵþ ül ʅ ‖ε

ƕǂϴþĎž ül Ăǂϓ l εþƙĐĎžǁƐŊ ƑŊďĩƓ ƑĎžĩʒ l Ƒ5űyǁƐŊ ǏĎžĩưďǂǁε ϖεþƬ ‖ε üϴεþĎž



* Pondy, L. (1980). "Organizational Conflict: Concepts and Models", Administrative Science Quarterly, (12) 2, p 111.

:Ŏ!Ǵƙ!ƒ Ăơǉ!ƒ Ǐ‖Ƶ (3) Ďƿƨ ýǂƬ!ƒ Ŏ5 ǂʅďƤ!ƒ ýơƒƨď!ƒ ǈǰƕ ƨŏŏďƙ!ƒ ǈǂďŏĂ

ǂƕƕùʅď!ƒ ƻĂƨùƲ!ƒ ƨ5ƒĂƙƙ ǂ‖ơƨď!ƒ ǉŖŊ Ŏ5 :(Latent Conflict) ĎžĎžƑ‖ε ϖεþƬ ‖ε ƕǂϴþĎž -1

ǂ þùơŏ Ǔ ŊǈǰƺǱ Ǵŏ5Ƥď ýƒƨ Ǵď Yƒƨ Ʈ!ƒ ƨþƮď ǈŰĂ ǕǈǰƶŽď ƨŏƹ Ŏǉď ư ýǂƬƕ Yƒƨ Ʈ!ƒ ǅĂƬǉ!

.ǴŋǉŏƕǉþĂȠĂ Yƒƨ Ʈ!ƒ ƻƒƨϖƊ ‖ƨþƙ ŬĂ ǂ‖ơƨď!ƒ ǉŖŊ Ŏ5

-2 :(Perceived Conflict)

-3 :(Felt Conflict)

-4 :(Manifested Conflict)

-5 :(Conflict Management After Match)

.(Wright & Noe, 1996)

:(Conflict Outcomes) 7-2

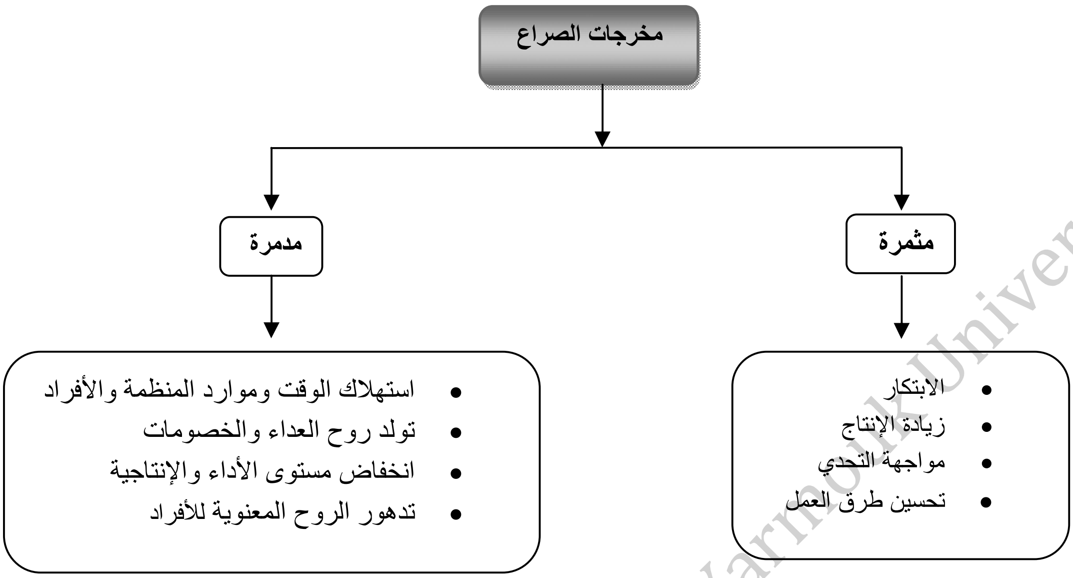
(Davis and :Newstorm, 1989)

:(Robbinns, 1997)

.(Wright and Noe, 1996)

:(4)

[illegible] :(4) [illegible]



* [illegible] .(2000) [illegible] (4) 24 [illegible] .225

8-2 [illegible]:

[illegible]

[illegible] (1990 [illegible]):

1- [illegible]

-2 [illegible]

-3 [illegible]

-4 [illegible]

9-2 [illegible]

[illegible]

1-9-2 [illegible]

[illegible] (2003 [illegible]):

- [illegible]
- [illegible]
- [illegible]

• ƖƨƒƥƓ ƮƼ Ȉ!ƒƩ ƘƒƯƦǀǁƧƒ ƞƓƒƗƆƈ ƎƴƘǀƓ .ƬǀƏƦǀƍƒ ǀƏ!ƒƍ

ƘǀƯƙǀƈƍ ƘƒƩƑƅǀƟ ƤƒƩƑƆƍƒ ƉǀƼ ƃǀƴƔƳƙƍƒ ǀƏƔ ƦƝƪ ǀƓ ƘƒƩƑƆƍƒ ƞƓƒƗƆƈ ǀƎ ƥƴǀƔƙ ƉǀƼ ƘǀƔƎƒ

:ƎƍƑǀƍƒ ƖƨƕǀƔ (2008 ƐǀƍƒƩƒƓƙ) ƦƆƍƒ ƤǀƍƒƆƍƒ ƓǀƓ ƞƓƒƗƆƈǀƍƒ ƜƴƏ

:ƙƏƤƏƒƆƍ ƤƒƍƓƙƍƒ ƗǀƏƌƆƍƒ ƤƒƆƍƒ ƑƔƉƚƍƒ :ƙƗƍƍƒ

ƘƒƩƑƆƍƒ ƞƓƒƗƆƈ ƤƍƑǀƔƓƒƍƒ ƑƗƍƒ ƏƄƍƒ ǀƓ ƘƒƍƙƍƓƙƍƒ ƤƒƩƑƆƍƒ ƊƯǀƏ ƉǀƼ ƌƒƏƍƒ ƘƒƆƍƏǀƔ

ƤƒƩƑƆƍƒ ƗƍǀƔƍƒ ƘǀƔƍƒ ƈƃǀƍƗƒƼ ƘƨǀƔƍƒ ƤǀƍǀƍƒƆƍƒ ƝƎƕ ƤǀƔƎƒ ǀƓ ƕƏƗƗ ƙƍƒƏƓƗƍƒ

.ƙƏƍƒ ƙƗƆƙƍƓǀƓ ƤǀƍǀƍƒƆƍƒ ƙƔǀƏ ƓƒƨƙƍƒƒƍƎ

:ƗƏƓƏƤƍƒƗ ƤƍƒƎƍƒ ƑǀƏƌƍƒ ƓƍƏ ƝƏƒƙƙ :ƏƓƍƒƍ

ƘƍƒƈƓ ǀƓ ǀƎƍƓƒǀƍƒ ƜƴƏ ƙƍƒƏƍƒ ƙƒƍƒƎƒƏ ƘƍƒƆƍƒ ƤƑƒƏƎƍƒ ƦƍƒƓƙƍƒ ƘƍƙƍƓ ƓƓƒƍƘ

ƤƒƩƑƆƍƒ ƐƒƩƑƆƓƍƒ ƓƌƍƏ ƓƒƨƙƍƒƓ ƘƍƒƓƍƒ ƘƍƒƏƔƍƒ ƓƏƒƆƍƒ ƘƍƒƆƍƒ ƤƍƒƏƆƍƒ ƘƍƒƏƔƍƒ ƙ ƘƍƒƆƍƒ

.ƤƍƍƒƆƍƒ

:ƑƎƍƒƓƍƍƒ ƘƏƍƒ ƓƍƏ ƝƏƒƙƙ :ƏƍƒƓƍ

ƐƒƩƑƆƓƍƒ ƘƍƒƆƍƒ ƤƍƒƩƍƍƒ ƕƍƒƓƆƗƍ ƓƍƒƍƉƓƍƒ ǀƓ ƓƒƩƙƍ ƙƍƒƍƍƒƍƍƒƍ ƘƍƒƓƍƒ ǀƓ ƤƙƍƒƆƍƒ

.ƌƍƒƍƏƍƓƍƍƒ ƘƒƩƑƆƍƒ ƘƍƒƓƍƒ ƙ ƘƍƍƒƆƍƒ ƉǀƼ ƙƍƒƔƍƒƙƍƒƩƑƆƍƒ

:ƏƍƒƓƍƍƍƒ ƑƍƍƓƍƍƒ ƤƍƒƆƍƒ ƤƍƍƏƍƒ :ƏƍƒƓ

ƓƍƒƆƍƍƒ ƜƴƏ ƘƍƒƙƍƏ ƙƍƒƓƍƒ ƓƍƍƒƆƍƍƒ ƎƍƒƓƍƒ ƘƍƒƓƍƒ ƕƍƒƍƍƒ ƃǀƴƔƳƙƍƒ ƙƍƒƓƍƒ

ƓƍƒƆƍƍƒ ƤƍƒƆƍƒ ƓƒƍƒƆƍƒ ƑƍƒƩƍƍƒ ƉǀƼ ƙƍƒƆƍƒ ƤƍƒƍƒƆƍƒ ƞƓƒƗƆƈ ƤƍƒƍƒƆƍƒ ƤƍƒƆƍƒ ƤƍƒƆƍƒ

.ƓƍƒƆƍƒ

:ƗƏƍƒƆƍƒ ƙƍƒƓƍƍƒ ƤƍƒƍƍƒƆ 2-9-2

ƐƍƒƓƍƒ ƓƍƒƍƍƒƆƍƒ ƘƒƩƑƆƍƒ ƞƓƒƗƆƈ ƤƍƒƍƍƒƆƍƒ ƤƍƒƆƍƒ ƙƍƒƍƍƒƍƍƒ ƘƍƒƆƍƒ ƘƍƒƆƍƒ ƤƍƒƍƒƆƍƒ

ƓƍƒƆƍƒ ƤƍƒƍƍƒƆƍƒ ƓƍƒƍƒƆƍƒ ƘƍƒƍƍƒƆƍƒ ƓƍƒƆƍƒ ƤƍƒƍƒƆƍƒ ƘƍƒƍƍƒƆƍƒ ƤƍƒƍƒƆƍƒ ƘƍƒƍƍƒƆƍƒ

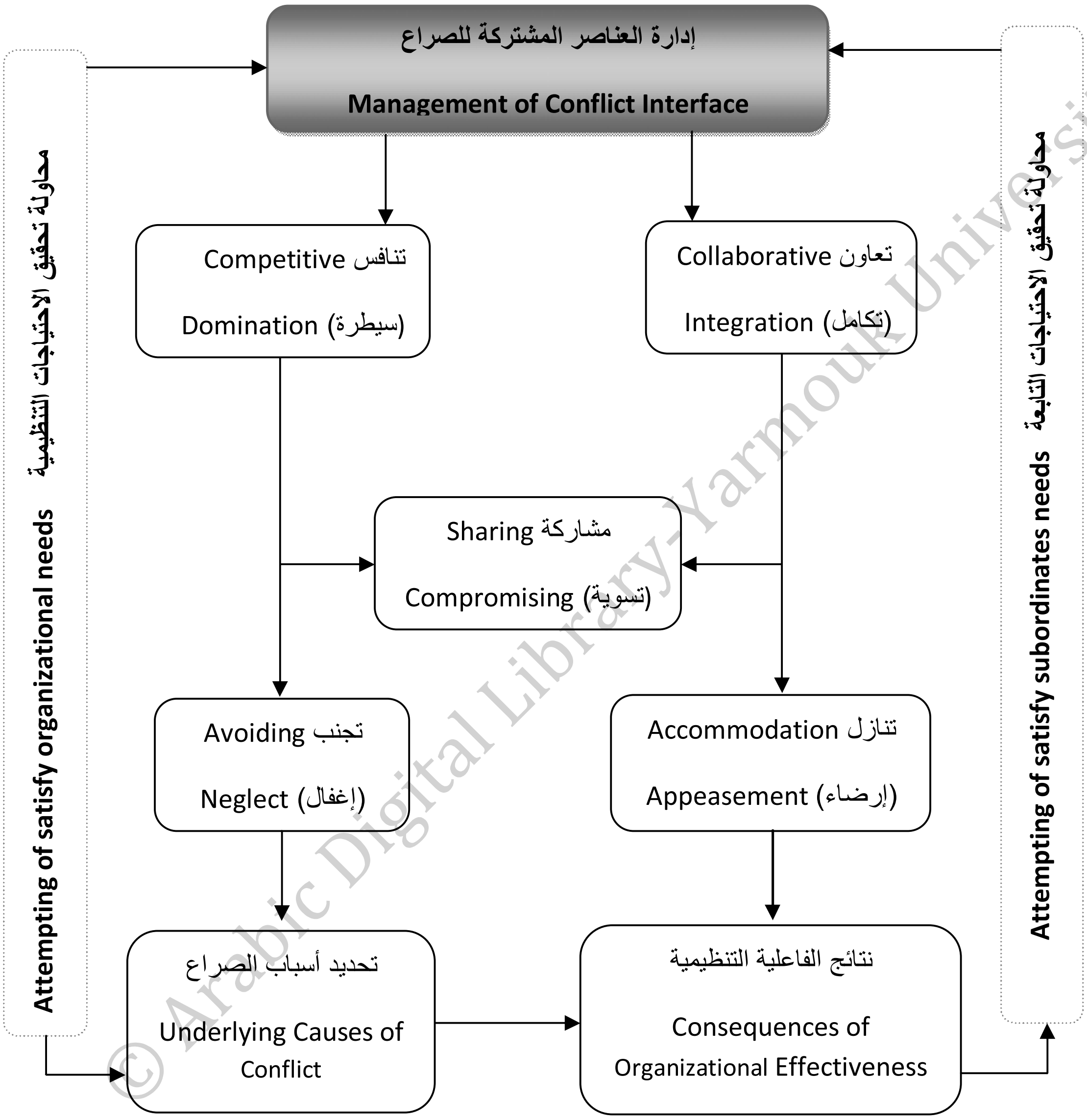
ƓƍƒƆƍƒ ƘƍƒƍƍƒƆƍƒ ƘƍƒƍƒƆƍƒ ƘƒƩƑƆƍƒ ƘƍƒƆƍƒ ƉǀƼ ƤƍƒƩƍƍƒ ƓƍƒƆƍƒ ƖƨƕǀƔ

ƞƓƒƗƆƈ ƘƍƒƍƍƒƆƍƒ ƤƍƒƍƍƒƆƍƒ ƓƍƒƆƍƒ (5) ƓƍƒƆƍƒ ƘƍƒƆƍƒ .ƘƍƒƍƍƒƆƍƒ ƤƍƒƆƍƒ ƘƍƒƍƍƒƆƍƒ

:ƎƍƒƓƍƒ ƘƍƒƍƍƒƆƍƒ ƓƍƒƍƍƒƆƍƒ ƘƒƩƑƆƍƒ

(5) [illegible]

[illegible]



* [illegible] (1998). [illegible] (2) [illegible] 22 [illegible] .208

[illegible]

3-9-2

:(2008

[illegible]

[illegible] (Hodge and Anthony, 1988) [illegible]

[illegible]:

- [illegible].
- [illegible].
- [illegible].
- [illegible].
- [illegible].

[illegible]:

1- [illegible] (Collaborative Strategy):

(confronting and problem solving) [illegible]

[illegible].

2- (Compromising Strategy):

[illegible]

3- (Competitive/ Forcing Strategy):

[illegible]

4_ (Avoiding Strategy):

[illegible]

5_ [illegible] (Accommodation Strategy):

[illegible] (5) [illegible]

[illegible]:

(5) [illegible]

[illegible]

[illegible]	[illegible]
[illegible]	[illegible]
[illegible] (2006 [illegible] 51).	[illegible]
[illegible]	[illegible]
[illegible] (2006 [illegible] 51). [illegible]	[illegible]
[illegible]	[illegible]

* [illegible] (1991). [illegible] 278 [illegible].

10-2 [illegible]:

[illegible]

[illegible] (1995 [illegible]).

11-2 [illegible]:

[illegible]

[illegible] (Buchanan, 1974) [illegible]

[illegible]

[illegible] (Al luttio and Herbiniak, 1972) [illegible]

[illegible] (2003 [illegible]) [illegible]

[illegible]

[illegible] (1999 [illegible])

(Sheldon, 1971) [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] (Kidron, 1978) [illegible]

[illegible] :(Moral Commitment) [illegible] _1

[illegible]

[illegible] :(Calculative Commitment) [illegible] _2

[illegible]

[illegible] (Staw & Salanick, 1977) [illegible]

[illegible]

[illegible] :(Attitudinal Commitment) [illegible] _1

[illegible]

[illegible]

2_ [illegible] :(Behavioral Commitment) [illegible]

[illegible]

1_ [illegible] :(Affective Component) [illegible]

[illegible]

2_ [illegible] :(Normative Component) [illegible]

[illegible]

3_ [illegible] :(Continuous Component) [illegible]

[illegible]

[illegible]

[illegible] 12-2

[illegible]

[illegible] (Kalleberg and [illegible]
.(Lincoln,1991

[illegible]

[illegible] (Steers, 1977, [illegible]
.(Romzek, 1989

[illegible]

(1997 ...)

13-2

(1967 ...)

-1

-2

-3

-4

14-2

(Steers, 1977)

-1

-2

-3

ǴùnǰǇǴŏŀĂ ŎƽŏǓĂù!ƒ ĆǙĂ!ƒ ƨŏƨƶƙĂ ƧŏĂƱƙ Ŏƽ ƖƧƛƋǆ!ƒ ýǆƒĂƶ!ƒ Ươŀ (2003 ÜŧǆǚƮ) Ƨǂƥ Ǵǆǂ

:ŎƙǓǴǂ

ÜǈùƮƽǈ ƻǓĂǆ!Ǵùŀ ƗƿǚƵ!ƒ ƘƒƦ ýǆƒĂƶ!ƒ ŎǋĂ :(Personal Factors) ŀĭƬƆƮƮ üǅƐǋƳ -1

ǈùƱǴŀƙƧƒ ĂƊ ÜƗƽŏǓĂǈ! ƥƧƽ!ƒ ƘǴƶƿĂƙ ĂƊ ÜƗŏ!ĂƋƮǆ!ƒ ýǆơƙ ĬǈƵ ǈƙƧƥƿĂ ƥƧƽ!ƒ ƗŏƬƤƬ :ýƛǆ

.ýǆƶǈ! ǉƧǴŏƙƤǴŀ ƾǈƶƙƙ ýǆƒĂƵ ĂƊ ÜƗƮƮƋǆ!Ǵŀ ŎƮƽǈ!ƒ

ƖƧŀƤ!Ǵùŀ ƾùǈƶƙƙ ŎùƙƵ!ƒ ýùǆƒĂƶ!ƒ ŎǋĂ :(Organizational Factors) ŀĭǅĭưǂƗ üǅƐǋƳ -2

ƻƒƧùƬǗƒ ǇƵ ǚươ ÜƗŏ!ǚǀƙƮǙƒĂ ƗƶƞƒƧ!ƒ ƗŏƦƷƙ!ƒĂ ĭƥơƙ!Ǵǂ ǈƮƽǈ ýǆƶ!ƒ ƾǴƱǈ ĂƊ ÜƗŏǈǆƶ!ƒ

ƦǴùƤƙƒ ŎùƽǈǊŏƽǓĂùǆ!ƒ ƗǂƧǴƬǆĂ ÜƗƮƮƋǆ!ƒ ƻƒƥǋǆŀ ýǆƶ!ƒ ƗƵǴǆƞ ĆǴươƊ ǁƮǆƙĂ ƧƬǴŀǆ!ƒ

.ƘƒƧƒƧƙ!ƒ

ĬùǈƵ ƨǂƙƧƙ ýǆƒĂƵ ŎǋĂ :(Non- organizational Factors) ŀĭǅĭưǂƗ ƥĭƷ üǅƐǋƳ -3

ǇĂùǂŏ ƗùŏơŀÜƗùƮƮƋǆ!Ǵŀ ƾǴơƙ!ǚ! ýĂǕƒ ǉƧƒƧƿ ƥƶŀ ƥƧƽǈ! Ɨǈŏƥŀ ýǆƵ ƒ ƧƽƧƽĂƙ ăƥǆ

ƒ ƧùƽƒŎùƽ ƧƽƒĂùƙǆ!ƒ ƧƞǕƒ ǇĂǂŏ ǴǆƥǉƵ ǴƶƽƙƧǆ ǇŏƽǓĂǆ!ƒ ăƥ! ǅƒƨƙ!ǓƒĂ ĆǙĂ!ƒ ăĂƙƮǆ

ǇƊ ăƧŏ ǇŏơƊ ÜýĂǕƒ ǉƧǴŏƤǙ ƒƧŏƧŀƙ ǈŏƱƶŏ ǴǆǆǆǈƙƮƮƋǆ ŎƽǈŏƵ ýƬơŏ ǴǆǆýƊ ƗǈŏƥŀƒƵ

.ýĂǕƒ ǉƧƒƧƿ ƧŏŏƷƙ! ƗǈŏƥŀƗǀơǙ ƒ ƧƽƧƽĂƙ ǅƥƶ! ǴǀǆƱǆ ƳƑǴƬ ǉƧǴŏƤƒ

:Ĭ2ĭưǋǁƐ ƅǗǋǁƐ üƟƐƥǅ 15-2

: (O'Reilly & Chatman, 1986) Ŏ!ǴƙǴǂ ǴnǰǇǴŏŀ ýơƒƧǆ Ƙ ǚƛŀ ƥƧƽǈ! ŎƽŏǓĂ!ƒ ĆǙĂ!ƒ Ƨǆŏ

ǅǴǆùươǇƒ ƗùŏƒƥŀŎƽ ƒƦǋ ǇĂǂŏĂ :(Compliance) !ƐƦǁǗƐ ǋƈ ǅƒƳƤǙƐ ŀǂƟƥǅ :ĂǁǋǓƐ ŀǂƟƥǅǁƐ

ÜƗùǆǓǈǆǈ! ǈǆǴǆùươǇƒ ƗùƞŏƙǇ ƥƧƽ!ƒ ǴnjŏǈƵ ýƬơŏ Ŏƙ!ƒ ƔƮǴǂǆ!ƒ ĬǈƵ Ĭǉŀƙ ƗŏơŀÜƗǆǓǈǆǈ! ƥƧƽ!ƒ

.ƔƮǴǂǆ!ƒ ǉƦǋ ĬǈƵ ýĂƬơ!ƒ ýŀǴǀǆ ǈǇǆ ƔǈƱŏ Ǵǆŀ ǅƨƙǈŏĂ ǇŏƧƤǙƒ ƗƱǈƮ ýŀǀŏƽ

ǉƦùǋ Ŏƽ :(Identification) ŀǅĭưǅĭǁǋ ơƥƧǁƐ ǅĭǴ üƙƑǅǂǁƐ ǋƈ ƽǴƑƯǁƐ ŀǂƟƥǅ :ŀĭǆƑƙǁƐ ŀǂƟƥǅǁƐ

ƗƱǈùƮ! ǈùǈŀǀƙ ŎùƽƔŀùƮ!ƒ Ŏǋ ƗǆǓǈǆ!ƒ Ŏƽ ĆǴŀ!ƒĂ ƧƒƧƙƮǙƒ Ŏƽ ƥƧƽ!ƒ Ɨŀƹ Ƨ ǇĂǂƙ ƗǈơƧǆ!ƒ

ƧƤƽ!Ǵŀ ǉƧĂƶƬ Ĭ!ǫ ĭƥƋŏ ǴǆǆǆǓǇƮǆǚ! ǈƙƞǴơ ýƛƬŏ ƗǆǓǈǆ!ƒ Ŏƽ ǉǆƆǴŀ ǇƊ ǁ!Ʀ ÜǅǈƧŏƛƋƙĂ ǇŏƧƤǙƒ

.ƗǆǓǈǆ!ƒ Ŏƽ ƒĂưƵ ǈǉĂǂ!

ýǆ ǈǆŏƿĂ ƥƧƽ!ƒ ƻƒƥǋƊ ǈǀǴƬƙƙ ƗǈơƧǆ!ƒ ǉƦǋ ŎƽĂ :(Adoption) ĬǆǴǂǁƐ ŀǂƟƥǅ :ŀƙǁƑƙǁƐ ŀǂƟƥǅǁƐ

ƗùǆǓǈǆ!ƒ ǅŏƿ ǇƵ ǈƵǴƽƥ ŎƽĂ ǈƽƒƥǋƊ ƾǈơŏ ǅŏǓǈǀ!ƒ ƻƒƥǋƊ ƾŏǈơƙ! ǈŏǈǀƙ Ŏƽƽ ÜƗǆǓǈǆ!ƒ ǅŏƿĂ ƻƒƥǋƊ

.ƗŏƬƤƬ!ƒ ǈǆŏƿ ǇƵ ƳǴƽƥ

ƘǁƑƙǁƐ üƬƻǁƐ

ƕƨƓƑƨǁƐ ƖƑƨƐƥƣǁƐ

ǑƼǒƯǍ!ƒ ƇǕǍ!ƒǍ ǑǆǒƯǉƙ!ƒ ƳƒƧƬ!ƒ ƴǒƯƒǍǆ Ƙ!ǍƓǉƙ Ǒƙ!ƒ ƘƓƮƒƧƥ!ƒ ǅǋǅ ǏǁƸ ƴƬƼ!ƒ ƒǊǋ ǐǍƙƢǒ

.ƚǒǉǋƞǅǍ ƚǒƨƷǍ ƚǒǁƢǆ ƘƓƮƒƧƥ Ǐ!ǫ ƓǋƼǒǉƬƙ ǄǙǍ ƓǆǋǉǒƔ ƚƤǖƸ!ƒǍ

:ǏǄǐƯǆƚǁƐ ƱƐƥƬǁƑƓ ƕƨƭƴǆǁƐ ƖƑƨƐƥƣǁƐ 1-3

ƕǐǆƣƥǗƐ ƖƑƨƐƥƣǁƐ :ǗǋƊ

ǇǒǁǆƓƸ!ƒ ǇǒƔ ƚǒǆǒƯǉƙ!ƒ ƘƓƸƒƨǉ!ƒ ƳǉƒǍƞ Ưƺƕ ǏǁƸ ƻƨƺƙ!ƒ Ǐ!ǫ ƘƼƣǋ (1991 ǛƒǔƺǄ) ƚƮƒƧƥ

ƓǋǊƸǆ ƴǋǆƓƸǁ! ƚƸǒƙǆ!ƒ ƽƧƱ!ƒǍ ƓǋƙƣƢǍ ƘƓƸƒƨǉ!ƒ ǉǋǋ ƳƓƮǅ ƚǒƢ ǇǆǆǗƚǉƣƨǕƒ ƘƒƧƒƨǍ!ƒ Ǒ5

ƴƔǒǆƞ ƚƔƮƒƧƥ!ƒ ƴǆƙƞǆ ƴǆƬǍ .ƓǋǒǁƷ ƚƕƙƨƙǆ!ƒ ƧƓǕƒǍ ƚǒƓƞǒǫ ǋƑƓƙǉ Ǐ!ǫ ƴǍƬǍ!ƒ Ǒ5 ƓǋƙǒǍ!Ɠƺ5Ǎ

ƘƔǐǄƥ .ƘƒƧƒƨǍ!ƒ ƨƚƒƧǆ Ǒ5 ƚǒƮǒƑƧ!ƒ ƚǒǆǒƯǉƙ!ƒ ƘƒƥƢǍ!ƒ ƴƚƬƙ Ǒƙ!ƒ ƧƑƒǍƥ!ƒ ǍǅǗƘǒƧǒƥǆ!ƒ ǏƧǒƥǆ

ƳƓƔƮǕƒ ǉǋǊǍ ƚǒǆǒƯǉƙ!ƒ ƘƓƸƒƨǉ!! ƚǒƬǷƬ ƳƓƔƮǅǍ ƚǒǆǒƯǉƙ ƳƓƔƮǅ ǁƓǉǋ ǇǅǏ ǏǁƸ ƚƮƒƧƥ!ƒ ǋƑƓƙǉ

ƚƔǆǒƯǉƙ ƳƓƔƮǅ ǇƸ ƐƬƓǉ!ƒ ƳƒƨǉƓ!ƒ ǇƥƢ ƘƓƞƧƥ ǇǒƔ ƳƧƓƙ ǁƓǉǋǍ ƚƱƮǍǆǍ ƚǒƓƸ ǇǒƔ ƘǍƓ5ƙƙ

:ǑƙǗƔƚ ƚƔǆǒƯǉƙ!ƒ ƘƓǏƸƒƨǉ!ƒ ƴǆ ƴǆƓƺƙ!! ƚ5ǁƙƤǆ!ƒ ƳǑ!ƓƮǕƒ ǆƒƥƤƙƮƒ ƳǑƙƧƙ ƇƓƞǍ .ƚǒƬƤƬǍ

ƳǑ!ƓƔƮǕƒ ƚƔǑ!Ɠƺ5 ƘǍƓ5ƙ Ǐ!ǫ ǋƑƓƙǉ!ƒ ƘƧƓƬǅ ƓǆƑ .ƴƨƓǉƙ!ƒ ǛƩ5ƓƔƙ!ƒ ǛƴǋƓƞƙ!ƒ ǛƚǆǍƓƮǆ!ƒ ǛǇǍƓƺƙ!ƒ

ƚǒƑƓƬƢǫ ƚ!ǕƥƘƒǂ ƚƤǖƸ ƥƞǍǍ ǛƳƒƨǉǆ!! ƚǒƓƞǒǕƒ ƧƓƙǕƒ ǏǁƸ ƚǒǆǫ!ƒ ƧƓƙǕƒ ƽǍƓƙǍ ǛƚƮƥƖƮƙǆ!ƒ

.ǇƧƓƞƺǍ ƳƒƨǉƓ!ƒ ǇƥƢ ǇǒƔ ƓƫƢǅǍ ƳƒƨǉƓ!ƒ ǇƥƢǍ ƳƒƨǉƓ!! ƚǒƥǉƒ!ƒ ƳƓƔƮǕƒ ǇǒƔ

ƚǒǁǆƔƮ!ƒ ƘƒƧǍƓƙƙ!ƒ ƚƓƺǒƱ ǏƓǁƸ ƻƨƓƺƙ!ƒ Ǐ!ǫ ƘƼƣǋ ƚƮƒƧƥ (1993 ǛǏƯǔƟǁƐ) ǎƨƞǅǍ

ƘƒƧƒƨǍ (10) ƚƓƮƒƧƥ!ƒ ƘǁƓƬǍ .ƳƒƧƬ!ƓƔ ƽǁƺǒ ƓǆǒƼ5 ƚǒƨƒƥǕƒ ƘƓǒǍƓƮǆ!ƒ ƧƑƓƮ ǎƥ! ƚǒƓƞǒǕƒǍ

ƧƓǔƚǕƒ ǍƓǋ ƽǑ5Ǎƙ!ƒ ƳǍƓǁǅ ǇǅƥǋƑƓƙǉ!ƒ ƘǉǒƓ ǛƚǆƓƸ ƚƥǋƓǒƮǆ ƚƚƧƬ (20)Ǎ ƚǆƓƸ ƚƮƮƥǆ (35)Ǎ

ǄƓǔ ǛƚƓǁǆƓƞǆ!ƒ ƳǍǁƮǅ ǋǍǁǍ ǛƚƬƓƤ!ƒǍ ƚǆƓƺ!ƒ ƘƓƮƮƥǆ!ƒ Ǒ5 ƳƒƧƬ!ƒ ǇƧƒƣǫ ƳǑ!ƓƮǅ ǇǒƔ ƓǆƒƥƤƙƮƒ

[illegible]

[illegible] (1995 [illegible]) [illegible]

[illegible]

[illegible] (2001 [illegible]) [illegible]

[illegible]

[illegible] (2006 [illegible]) [illegible]

[illegible] (%25) [illegible]

[illegible]

[illegible]

[illegible] (Donovan, 1993) [illegible]

[illegible]

[illegible] (Brewer et al, 2002) [illegible]

[illegible]

[illegible] (Rahim, 2002) [illegible]

[illegible]

[illegible]

[illegible] (Tae-Yeol et al, 2002) [illegible]

[illegible] (De Dreu et al. , 2004) [illegible]

[illegible] (Olcum, 2004) [illegible]

(Giebels and Janssen, 2005)

(Plowman, 2005)

2-3

(1988 [illegible]) [illegible]

[illegible] (%67) [illegible]

(%31) [illegible] (%69) [illegible] (%33) [illegible]

[illegible]

(1990 [illegible]) [illegible]

[illegible]

(1995 [illegible]) [illegible]

[illegible]

[illegible]

[illegible] (1997 [illegible]) [illegible]

[illegible]

[illegible] (%37.6) [illegible] (%49) [illegible]

[illegible] (%9) [illegible]

[illegible]

[illegible] (1998 [illegible]) [illegible]

[illegible]

[illegible] (1998 [illegible]) [illegible]

[illegible]

[illegible] (2002 [illegible]) [illegible]

[illegible]

[illegible] (Harrison and Hubbard, 1998) [illegible]

[illegible] (Turan, 1998) [illegible] (40) [illegible]

[illegible] (Taylor and John, 2001) [illegible]

[illegible] (Goulet and Frank, 2002) [illegible]

[illegible] (Celep,2002) [illegible]

[illegible]

[illegible] (Piderit, 2002) [illegible]

[illegible]

(Gautam, Dick and Wagner, Upadhyay and Davis, 2004) [illegible]

[illegible] (Jones, Jones, and Prenzler, 2005) [illegible]

[illegible] (Nyengane, 2005) [illegible]

[illegible]

[illegible]

3-3 [illegible]

[illegible]

-1 [illegible] (Turan 2003 [illegible] 1998 [illegible] Celep 2002 [illegible] 1998 [illegible]

-2 [illegible] 2006).

-3 [illegible] 1993 [illegible] 2006 [illegible] 2006 [illegible] 1991 [illegible] 2003).

-4 [illegible] 1991 [illegible] 1990 [illegible] 2010) [illegible] 1993).

[illegible]

[illegible]

[illegible]

1-4 [illegible]:

[illegible] (6) [illegible]

(6) [illegible]

[illegible]

(%) [illegible]	[illegible]	[illegible]	[illegible]
55.1	260	[illegible]	[illegible]
44.9	212	[illegible]	
37.1	175	[illegible]	[illegible]
62.9	297	[illegible]	
33.7	159	[illegible] 35 [illegible]	[illegible]
53.0	250	46-36 [illegible]	
13.3	63	47 [illegible]	
25.8	122	[illegible]	[illegible]
64.2	303	[illegible]	
10.0	47	[illegible]	
22.9	108	5 [illegible]	[illegible]
49.2	232	10-6 [illegible]	
17.8	84	15-11 [illegible]	
10.2	48	16 [illegible]	
6.8	32	250 [illegible]	[illegible]
62.7	296	500-251 [illegible]	
26.5	125	1000-501 [illegible]	
4.0	19	1000 [illegible]	
4.9	23	[illegible]	[illegible]
11.0	52	[illegible]	
27.3	129	[illegible]	
48.5	229	[illegible]	
8.3	39	[illegible]	
10.6	50	[illegible]	[illegible]
9.1	43	[illegible]	
11.2	53	[illegible]	
10.0	47	[illegible]	
10.8	51	[illegible]	
10.8	51	[illegible]	
10.0	47	[illegible]	
10.0	47	[illegible]	
10.2	48	[illegible]	
7.4	35	[illegible]	
100.0	472	[illegible]	

[illegible] (%55,1) [illegible] (6) [illegible]
.(%44,9) [illegible]

[illegible] (46-36) [illegible] (%53) [illegible]
[illegible] 35 [illegible]
[illegible] (%33,7) [illegible]
[illegible] (%49,2) [illegible] (10-6) [illegible]
.(%10,2) [illegible] (16) [illegible]

[illegible]
/ [illegible]
[illegible] (%4,9) [illegible]
[illegible] (%11) [illegible]
[illegible] (%27,3) [illegible]
(%48,5) [illegible]
[illegible]
.(%8,3) [illegible]

[illegible]
[illegible] (60) [illegible]
(%10) [illegible]
[illegible]
[illegible]
[illegible]
[illegible] (%11,2) [illegible]
[illegible] (47) [illegible] (47) [illegible]
.(%7,4) [illegible] (35) [illegible]

[illegible] 2-4

[illegible]

[illegible]

[illegible]

[illegible] (7) [illegible]

(7) [illegible]

[illegible] (472 =[illegible])

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.99	3.63	[illegible]	3	1
[illegible]	.88	3.62	[illegible]	2	2
[illegible]	1.07	3.22	[illegible]	1	3
[illegible]		3.49	[illegible]		

[illegible] (3,22-3,63) [illegible] (7) [illegible] (3,63) [illegible] (0,99) [illegible] (3,62) [illegible] (0,88) [illegible] (3,22) [illegible] (1,07) [illegible] (3,49) [illegible]

ýĂhp Ĭ!ǫ ĭþƌō ǴdžǉdžǴƱ̃ĂkdžŦǁŢơdž!Ǵh ŎdžōƲǉk!f YfƧŢ!f ăĂk̃dž ýƶƞō Ǵdžǉdž ÜƘǴƵǴdžƞ!fĂ þfƧ5Ǖf

.Ŧ̃fƧþ!f ǉƦǊ Ŏ5 Ĭ!ĂǕf Ŧōư Ƨ5!f

Ĭ ù ǁƵ Ŧ̃fƧþ!f ŦǉōƵ þfƧ5Ɖ ƘfƧŏþǀk! ŦōƧǴōƶdž!f ƘǴ5fƧơǉǓfĂ ŦōhǴ̃ơ!f ƘǴƱ̃Ăkdž!f ƔǴ̃ơ Ɖǩ þpĂ

:Ŏ!Ǵk!f Ăơǉ!f Ĭǁ Ƶ ƘǉǴǂ Ŧ ōơ Üǉþơ Ĭ ǁƵ ýǂ ŎdžōƲǉk!f YfƧŢ!f ƘǗǴƞdž ƘfƧǀ5

:Ǉƨƻdž ƣþƻǁƐ ǌǊŦƨǄ ĂǂƳ ƱƐþŢǁƐ :ǗǊǆ

(8) !5þ üǊƣǁǁƐ

ǌǊŦƨǄ ĂǂƳ ƱƐþŢǁƐ ǀƐþʂƻǁ ǄǐǩǊƟǴǄǁƐ þǐƣʂŦǁ hǐþƑýǄǁƐ ǀƑƺþƟǴǗƐǊ hǐǴƑƨƟǁƐ ǀƑƯƨǊŦǄǁƐ

(472 =Ǆ) ƒǐǁƦƑdžŦ hǴŦþǄ Ǉƨƻdž ƣþƻǁƐ

hǁǁþƣǁƐ	ƹƐþƟǴǗƐ ăþƑýǄǁƐ	ƯƨǊŦǄǁƐ ĬǴƑƨƟǁƐ	ǀƐþʂƻǁƐ	!5þǁƐ	hǴŦþǁƐ
ŦƱ̃Ăkdž	1.31	3.29	ƧƧǂkō Ŏk!f ŦưƧǴƶkdž!f ƧdžfĂǕf ǉǴƞk ʂǁ!Ǵh ƧƶƮ .ŎƑǴ̃ƌƧ ýhp Ǉdž Ŏ! ǴǊƧfþŢǫ	4	1
ŦƱ̃Ăkdž	1.51	3.28	ǇƉ Ɣùƞō ĭƦ!f ƧĂþǁ! Ŏdžǌ5 ƻƶư! ƧkĂk!Ǵh ƧƶƮ .Ŏk5ōƲĂ Ŏ5 ǊǁhǄĂpƉ	1	2
ŦƱ̃Ăkdž	1.19	3.26	ƻƑǴùƲĂǁ! ʂōpþ ƻōŢĂk þĂƞĂ Ǆþƶ! ƧkĂk!Ǵh ƧƶƮ .ŎǁdžƵ ýǴƞdž Ŏ5	2	3
ŦƱ̃Ăkdž	1.26	3.24	.ǀƧōǂ!f ýdžƶ!f ǴǴhƵƉ Ɣh̃h ƧkĂk!Ǵh ƧƶƮ	3	4
ŦƱ̃Ăkdž	1.36	3.13	Ŏ5 ŎƑfþƉ Ǉō̃ơk Ĭǁ Ƶ ŎkƧþp ƻƶư! ƧkĂk!Ǵh ƧƶƮ .ŎǁdžƵ ýǴƞdž	5	5
ŦƱ̃Ăkdž	1.41	3.12	ỳùdž ýùŢfĂk!f Ĭǁ Ƶ ŎkƧþp ƻƶư! ƧkĂk!Ǵh ƧƶƮ .ýdžƶ!f Ŏ5 ǇōƧƤǕf	6	6
ŦƱ̃Ăkdž		3.22	ýǂǂ Ǌ̃5ǉ þƧ5!f ăĂk̃dž Ĭǁ Ƶ YfƧŢ!f		

Ŧùƞ Ƨþh ƘǴǴƞ Ǌ̃5ǉ þƧ5!f ăĂk̃dž Ĭǁ Ƶ YfƧŢ!f þƶh ƘfƧǀ5 ỳōdžƞ ǇƉ (8) ǄpƧ ýĂþƞ!f Ơư Ăō

Ŧùƞ Ƨþ!f Ĭ ùkơ5 Ǉō5ƲĂùdž!f Ŧō̃5ǉ Ĭǁ Ƶ ǴǌkǴ̃ǂƶǉf ýǴ5ƹǫ ǇǂdžōǓ Ŧ̃Ǵ̃ơ ŦƞōkǉǉƦǊĂ ŦƱ̃Ăkdž

þùpĂ þƧù5!f ýùƤfþ YfƧùŢ!f ŦŢǴƤ ÜǀƧfþǗf ǄǴdžƉ þơk YĂưĂdž ýƲk YfƧŢ!f Ǉdž ŦƱ̃Ăkdž!f

ăþùdžh Ŧùǀǁƶkdž!f (4) ǄùpƧ ǀƧǀ5!f ƘǴǴƞĂ Ü(3,12-3,29) Ǉōh ŦōhǴ̃ơ!f ƘǴƱ̃Ăkdž!f ƘơĂfƧk

Ŏù5 ǴǴù̃ƌƧ!f ýhp Ǉdž Ǌ! ǴǊƧfþŢǫ ƧƧǂkō Ŏk!f ŦưƧǴƶkdž!f ƧdžfĂǕf ǉǴƞk ʂǁ!Ǵh ƻƲĂdž!f ƧĂƶƮ

Ŧù!Ǖþ ýþùō fƦùǊĂ (1,31) ƹǁh ĭƧǴōƶdž ƻfƧơǉfĂ (3,29) ƹǁh ŎhǴ̃ơ Ʊ̃Ăkdžh Ĭ!ĂǕf ŦhkƧdž!f

Ǵùdžǉōh Üýùdžƶ!f Ʀō5ǉk! ǇẴĂƌƧdž!fĂ ǴǴ̃ƌƧ!f ǴǌƶhkōŦơưfĂ Ŧōƞōkf Ƨk̃ǫ þĂƞĂ Ǆþ Ƶ Ĭǁ Ƶ ŦơōƧŢ

ỳùdž ýùŢfĂk!f Ĭǁ Ƶ ǊkƧþp ƻƶư! ƧkĂk!Ǵh ƻƲĂdž!f ƧĂƶƮ ăþdžh Ŧǁǁƶkdž!f (6) ǄpƧ ǀƧǀ5!f ƘǴǴƞ

(1,41) ƹǁh ĭƧǴōƶdž ƻfƧơǉfĂ (3,12) ƹǁh ŎhǴ̃ơ Ʊ̃Ăkdžh ǀƧōƤǕf ŦhkƧdž!Ǵh ýdžƶ!f Ŏ5 ǇōƧƤǕf

ƧùƲǉ ƘǴùǌƞĂ Ǉōùh Ƨōhǂ ƻǖkƤf þĂƞĂ Ĭ!ǫ ƧōŢō Ǵdž ĭƧǴōƶdž!f ƻfƧơǉǕf Ŧdžōp þǴōþƨf Ʋơǖ̃ōĂ

ƒŔùǸ ƘƱƵ Ɨŏ ƵǴdžǩƞŰƒ ƘǴpŭƶ!ƒĂ ýƮƒĂķ!ƒ ǇǆdžYĂǰ ƧƼƒĂķ ƥǂƋŏ Ǵdždž ÜlƧlƼ!ƒ ǰŖǸ ýĂơ ǇŏƛĂơǈdž!ƒ

ƱùƪĂǩdž!ƒ Ƹù ǈĂ ÜǊùƪƼǰ ƥƧƼ!ƒ ăĂķƪdž ĬƵ YƒƧƮ!ƒ ƫƤǈ ǅǴǌƪŰƒ Ŏ5 lƧŏƤŰƒ Ɨǈ ǩƧdž!ƒ ýdžǴƶ!ƒ

ǇǆdžƱƪĂǩdžăĂķƪdžƥĂƞĂĬ!ǫ ƧŏƬŏ Ǵdždž (3,22) ýǂǂ ǊƪƼǰ ƥƧƼ!ƒ ăĂķƪdž ĬƵ YƒƧƮ! ŎǈǴƪơ!ƒ

ŎƤƒƥù!ƒ YƒƧùƮ! ƱƪĂǩdž!ƒ ăĂķƪdž!ƒ ƧŏƪƼǩ ǇǂdžŏĂ ƒŔǸ ÜǊƪƼǰ ƥƧƼ!ƒ ăĂķƪdž ĬƵ YƒƧƮ!ƒ ƥƶǈ

ƧùƛǂƉ Ĭùlǈǩ ǊƞƑǴǩǰĂ ŎƞƧǴƤ!ƒ YƒƧƮ!ƒ ƔǴǈƪƉ ǇǈŎƞƧǴƤ!ƒ YƒƧƮ! ýƼǩƧdž!ƒ ǰƧŏƱǰ ýdž ƗǰƧǴldž

ǇĂùǂǩ ǴdžƥǰƵ ƗŏƤƒƥ!ƒ ƘǴƮƺǰdž! ǴƱlŏ ǇĂǂŏ Ű ƻƱĂdž!Ǵ5 ƥƧƼ!ƒ ýƤƥ YƒƧƮ!ƒ ýdž ƗǰƧǴldž ƒƧŏƛǩ

.ƒƧŏƛǩ ăĂpƉĂ Ơưąƛ ƗŏƞƧǴƤ!ƒ ƘǴƮƺǰdž!ƒ

:ǫƐƥƺŰƐ ǄĭǴ ƱƐƥƬlƐ :ƑĭdžƑǩ

(9) !ƼƥüǸǫƜlƐ

ǫƐƥƺŰƐ ǄĭǴ ƱƐƥƬlƐ lƐƥƫƺl ǄĭǩǸƟǴǄlƐ ƥĭǫƫƗl ǈĭƥƑĭýǄlƐ lƑƷƐƥƟǄŰƐǸ ǈĭǴƑƨƟlƐ lƑƯƨǸƗǄlƐ

(472 =Ǆ) ƑĭlŖƑdžƗ ǈǴƗƥǄ

ǈƜƥǫlƐ	ƸƐƥƟǄŰƐ ăƥƑĭýǄlƐ	ƯƨǸƗǄlƐ ĬǴƑƨƟlƐ	lƐƥƫƺlƐ	!ƼƥlƐ	ǈǴƗƥlƐ
ƗƶƼǩƧdž	1.30	3.85	ǴƒƥŰ Ɨùdžƨŭ!ƒ ƘǴùdžĂƶdž!ƒ ĬƵ ýĂƮơ!ƒ ƗǈĂƶƮ ƨùǂƧdž Ŏ5 ƥƒƧƼŰƒ ǇŏǈYƒƧƮ!ƒ lƥơ Ǉǆdžƥŏƨŏýdžƶ!ƒ lƧƒƨĂ!ƒ ŎǩƵýdžƵǅ. ǴǌǈƵ	10	1
Ɨƶ5ǩƧdž	1.21	3.76	ƥùŏƨŏ ƘǅƼǴǂdž!ƒ ĂǅƧĂƞŰƒ ýŏƨĂǩ Ŏ5 Ɨ!ƒƥƶ!ƒ ƻƶư Ŏǩ!ƒ lƧƒƨĂ!ƒ ƨǂƧdžŎ5 ƥƒƧƼŰƒ ǇŏǈYƒƧƮ!ƒ lƥơ ǇǆdžýdžƵǅ. ǴǌǈƵ	12	2
Ɨƶ5ǩƧdž	1.26	3.68	ýĂơ ǇŏƪĂƋƧdž!ƒĂ ǴǴƪƋƧ!ƒ Ǉŏǈƫ5ƒĂķ!ƒ ǄƥƵ ƧǌƱŏ .ýdžƶ!ƒ ǴƒƥǅƗlŏƧƱ	7	3
Ɨƶ5ǩƧdž	1.17	3.59	lƥùơ ǇǆdžƥŏƨŏƘƒǴƧƞŰƒ ƫŏǈƱǩ Ŏ5 Ɨ!ƒƥƶ!ƒ ƻƶưýùdžƵǅ Ŏǩ!ƒ lƧƒƨĂ!ƒ ƨǂƧdž Ŏ5 ƥƒƧƼŰƒ ǇŏǈYƒƧƮ!ƒ. ǴǌǈƵ	13	4
Ɨƶ5ǩƧdž	1.02	3.58	ƥŏƨŏ ƘƒƧƒƧl!ƒ ýǰƮ ƗŏdžƶǈǇŏƼƱĂdž!ƒ ƜǴdžƥǫ ƻƶư. ǴǌǈýdžƵǅ Ŏǩ!ƒ lƧƒƨĂ!ƒ ƨǂƧdž Ŏ5 YƒƧƮ!ƒ lƥơ Ǉǆdž	11	5
Ɨƶ5ǩƧdž	1.23	3.56	lƥơ Ǉǆdžƥŏƨŏýdžƶ!ƒ ǴƒƥŰ Ɨdžƨŭ!ƒ ƘǴdžĂƶdž!ƒ f lǰýùdžƵǅ Ŏǩ!ƒ lƧƒƨĂ!ƒ ƨǂƧdž Ŏ5 ƥƒƧƼŰƒ ǇŏǈYƒƧƮ!ƒ. ǴǌǈƵ	9	6
Ɨƶ5ǩƧdž	1.20	3.53	ƗùŏƵǴdžǩƞŰƒ ƘǴŏƼƤ!ƒĂ ƻƒƧƵŰƒĂ ǅŏl!ƒ ƻŭǩƤƒ ǇǫƨǂƧdžŎ5 YƒƧƮ! ǴŏƪǴƪƉ ǴǂƧơdž ƥƶŏ ǇŏƼƱĂdž!ƒ Ǉŏǈ. ǴǌǈýdžƵǅ Ŏǩ!ƒ lƧƒƨĂ!ƒ	8	7
ƗƱƪĂǩdž	1.33	3.41	YƒƧùƮ!ƒ ƧùŏƛŏƜƧǴƤ!ƒ Ǉǆdž ƘƒƧǈƤ!ƒ ĬƵ ƥǴdžǩƵŰƒ. ǴǌǈýdžƵǅ Ŏǩ!ƒ lƧƒƨĂ!ƒ ƨǂƧdž ýƤƥ	14	8
Ɨƶ5ǩƧdž		3.62	ýǂǂ ƥƒƧƼŰƒ ǇŏǈYƒƧƮ!ƒ		

(14) ǄùpƧ lƧlƼ!ƒ ǴǴǰĂķƪǴǈ ƥƒƧƼŰƒ ǇŏǈYƒƧƮ!ƒ ƥƶǈ ƘƒƧl5 ýŏdžƞ ǇǅƠưĂŏ (9) ǄpƧ ýĂƥƞ!ƒ

ǬǴùǰdž!ƒ ƘǴŏǈùƪ ƥĂùƞĂ Ĭùlƶ YǴdžƞŰǴǈ ǇŏƛĂơǈdž!ƒ Ɨl5ƒĂdž ĬƵ ýƥŏ Ǵdž Ɨƶ5ǩƧdž ƗƞƧƥǈ ƘǴǴƞ

Ü(3,41-3,85) ǇŏùǈƗŏǈǴùƪơ!ƒ ƘǴƱùƪĂǩdž!ƒ ƘơĂƒƧǩ Ɨŏơ lƧl5 ýǂ ǴǌưƧƶǩ Ŏǩ!ƒ ŎƼŏƱĂ!ƒ

[illegible] (10) [illegible] (3,85) [illegible] (1,30) [illegible] (14) [illegible] (3,41) [illegible] (1,33) [illegible] (3,62) [illegible].

[illegible]:

(10) [illegible]

[illegible] (472 =[illegible])

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
1	15	[illegible]	3.80	1.29	[illegible]
2	18	[illegible]	3.76	1.35	[illegible]
3	17	[illegible]	3.49	1.15	[illegible]
4	16	[illegible]	3.47	1.26	[illegible]
		[illegible]	3.63		[illegible]

[illegible] (10) [illegible] (18) [illegible] (15) [illegible] (16) [illegible] (17) [illegible]

[illegible]

[illegible] (11) [illegible]

(11) [illegible]

[illegible] (472 =[illegible]) [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.91	3.16	[illegible]	1	1
[illegible]	.95	2.99	[illegible]	2	2
[illegible]	.98	2.87	[illegible]	3	3
[illegible]		3.03	[illegible]		

[illegible] (11) [illegible] (2,87-3,16) [illegible] (0,91) [illegible] (3,16) [illegible] (0,95) [illegible] (2,99) [illegible] (0,98) [illegible] (2,87) [illegible] (3,03) [illegible]

[illegible]

:Ĭ ƧƯƑyƖƐ ƅƟNjƖƐ ƣyƓ :ƟNjƈ

(12) !ƽƥ üNjƣƜƖƐ
Ĭ ƧƯƑyƖƐ ƅƟNjƖƐ ƣyƓ ƖƐƥƨƧƖ DžĭƙNjƟƓDžƖƐ ƥĭƣƨƗƖ ƙĭƥƑĭyDžƖƐ ƖƑƺƐƥƟǎƟƐNj ƙĭƓƑƨƟƖƐ ƖƑƯƨNjƗDžƖƐ
(472 =Dž) ƑĭƖƦƑǎƗ ƙƓƗƥDž

ƙƜƥƣƖƐ	ƩƐƥƟǎƟƐ ăƥƑĭyDžƖƐ	ƯƨNjƗDžƖƐ ĬƓƑƨƟƖƐ	ƖƐƥƨƧƖƐ	!ƽƥƖƐ	ƙƓƗƥƖƐ
ƗƺƽƙƧǎ	1.15	3.50	.ƓNjƙ ýǎƵƊ Ŏƙ!ƒ ƖƧƒƨĂƖ! ƇƓǎƙǉƟƓƙ ƧƺƬƊ	19	1
ƗƠƪĂƙǎ	1.21	3.30	Ŏƙ!ƒ ƖƧƒƨĂ!ƒ Ŏƽ ƯƓƺƽĂ ƇƓǉƙ ƒĂƢƵ ŎƪƽǉƧƙƙƵƊ .ƓNjƙ ýǎƵƊ	20	2
ƗƠƪĂƙǎ	1.29	3.23	ǈǎ ƓǎNjǎ ƒƇƨƞ ƓNjŏƽ ýǎƵƊ Ŏƙ!ƒ ƖƧƒƨĂ!ƒ ýƛǎƙ .ƓNjǉƵ ĭƥƓƺƙƒ ƔƺƬ!ƒ ǈǎĂ ŎƙƓŏơ	21	3
ƗƠƪĂƙǎ	1.23	3.12	ŎǉĂƗ ƨƒƨƙƵƟƒĂ ƧƤƽ!ƒ ǈǎ Ɨŏ!ƓƵ ƗƞƧƥƙ ƧƺƬƊ .ƖƧƒƨĂ!ƒ ǉƦNj Ŏƽ ýǎƵƊ	22	4
ƗƠƪĂƙǎ	1.27	3.10	ýǎƺ!ƒ Ŏƽ ƧƒƧǎƙƪű! ƥƒƥƺƙƪƟƒĂ ƗƙƩƧ!ƒ ĭƥ! .ƧĂƧƱ!ƒ ýƗƙĂ ƖƓŏơ!ƒ ăƥǎ ƖƧƒƨĂ!ƒ ǉƦNjƙ	23	5
ƗƠƪĂƙǎ	1.31	3.03	NjƙƓƬƙƙĂ ŎƖƙƖƙ ƗŏƮƤƬ!ƒ ŎƑƥƓƙǎĂ Ŏǎŏp ǈƊ ƧƺƬƊ .ƓNjƙ ýǎƵƊ Ŏƙ!ƒ ƖƧƒƨĂ!ƒ ƏƥƓƙǎĂ Džŏp ƴǎ	25	6
ƗƠƪĂƙǎ	1.36	3.00	ǈǎ ýǎƺƖ! ƓƢƧƵ ƘŏƖƙ ƒƦ ŎƖǎƵ ƖƧƙ ƯƽƧƊ .ýƢƽƊ ƔƙƧƙ ǈƓƗ ǈǈĂ Ĭƙơ ăƧƤƊ Ɨnjƞ ĭƊ	26	7
ƗƠƪĂƙǎ	1.22	2.99	Ŏƙ!ƒ ƖƧƒƨĂ!ƒ ƧƒƥNjƊĂ ŎƽƒƥNjƊ ǈŏƙ ƔƧƓƖƙƙ ƧƺƬƊ .ƓNjƙ ýǎƵƊ	24	8
ƗƠƪĂƙǎ		3.16	ýƗƗ ŎƽƠƓƺ!ƒ ƇƟĂ!ƒ ƥƺƙ		

ƇƓǉĂƙùƪƓƙ ƗƠƪĂƙǎ ƗƞƧƥƙ ƘƇƓƞ ŎƽƠƓƺ!ƒ ƇƟĂ!ƒ ƥƺƙ ƘƒƧƖƽ ýŏǎƞ ǈƊ (12) DžpƧ ýĂƥƞ!ƒ ǈŏƙŏ (19) DžùpƧ ƖƧƖƽ!ƒ ƓǎƊ Ü(2,99-3,50) ǈŏƙ ƓǎƗŏƙƓƪơ!ƒ ƘƓƠƪĂƙǎ!ƒ ƘơĂƒƧƙĂ (19) DžpƧ ƖƧƖƽ!ƒ ƗƞƧƥƙ Ĭ!ĂƟƒ ƗƙƙƧǎ!ƒ ƘƖƙơƒ ƥƖƽ ƓNjƙ ýǎƺŏ Ŏƙ!ƒ ƖƧƒƨĂƖ! ƇƓǎƙǉƟƓƙ ƧƱĂǎ!ƒ ƧĂƺƬ ăƥǎƙ ƗƖƖƺƙǎ!ƒĂ ǈƊ ƗƱơűǎƙƖƖ!ƦƧŏƪƽƙ ǈƗǎŏĂ (1,15) ĭƧƓŏƺǎ ƧƒƧơǉƒĂ (3,50) ƩƖƙ ŎƙƓƪơ ƠƪĂƙǎƙ ƗƺƽƙƧǎ DžnjƙƵƓùǉp Ĭ!ƥ ƧŏƬŏ ƓǎǎƓNjŏƽ ǈĂƖǎƺŏ Ŏƙ!ƒ ƧƑƓƱĂ!ƒ Ư ƘƒƧƒƨĂƖ! DžnjƑƓǎƙǉƒ ǈƵ ǈĂƧƙƺŏ ǈŏƽƱĂǎ!ƒ Džŏùp ýŏǎƞ ƳƓƽƙƧƒ ƗƱơűǎƴǎƟƓNjƖŏƖơƙ ĬƖƵ ýǎƺƙ Ŏƙ!ƒ Ɨ!ƓƪƧ!ƒ ƗŏǎNjƟ DžnjƗƒƧƥƥĂ ƖƧƒƨĂ!ƒ ƗŏƋƧƙ ƖƧƖƽ ýƗ ýĂơ ƧƱǉ!ƒ ƘƓNjƞĂ ƧűƙƤƒ ƩƗƺŏ ƓǎǎƊ ŎƽƠƓƺ!ƒ ƇƟĂ!ƒ ƥƺƙ ƘƒƧƖƽ! ĭƧƓŏƺǎ!ƒ ƧƒƧơǉƟƒ ƗùŏǎŏƱǉƙ!ƒ ƗùƑŏƙ!ƒ ǈƛƙ NjƪƓƪơƥ ƗƞƧƥƙ ƧƛƙŏNjƙƦ ƘpĂ!ƒ Ŏƽ ƧƱĂǎ!ƒ ƇƟĂ ǈƊ ƓǎƗ Üƥƺƙ!ƒ ƒƦNj Ŏƽ ƓùNjǉǎ ƨùƖƺƙŏ ƓùǎƇƒĂƪ ƘƒƧƒƧƖ!ƒ ƗƵƓǉƬ ƘƓŏƧƞǎ Ŏƽ Ɨ!ƓƺƽƒƗƗƧƓƬǎ!ƓƙƠǎƪƙ ƓNjŏƽ ýǎƺŏ Ŏƙ!ƒ Ŏùƽ ƇƓùƞ ƓǎƗ ƔĂƖƠǎ!ƒ ăĂƙƪǎ!Ɠƙ ƘƪŏƗƗƧƓƬǎ!ƒ ǉƦNjĂ ƗŏƮƤƬ ƖƧĂƬƙ NjƮƤŏ ƓǎĂƊ ýǎƺ!Ɠƙ ǈŏùƙ ƔƧƓùƖƙ!Ɠƙ ƧĂƺƬ!Ɠƙ ƗƖƮƙǎ!ƒ (24) DžpƧ ƖƧƖƽ!ƒ ýĂƖơ ƧƪƽŏĭƦ!ƒ ƧǎƟƒ ÜǈŏƛĂơƙǎ!ƒ ƗƙƓƞƙƪƒ ƩùƖƙ ŎƙƓùƪơ ƠùƪĂƙǎƙ ƖƧŏƤƟƒ ƗƙƙƧǎ!ƒ Ŏƽ ƓNjŏƽ ýǎƺŏ Ŏƙ!ƒ ƖƧƒƨĂ!ƒ ƧƒƥNjƊĂ ƧƱĂǎ!ƒ ƧƒƥNjƊ (2,99) ƧƒƧơǉƒĂ ĭƧƓŏƺǎ (1,22) ÜƩƖƙĂ ƠƪĂƙǎ!ƒ ŎƙƓƪơ!ƒ ƥƺƙ! ƇƟĂ!ƒ ŎƽƠƓƺ!ƒ ýƗƗ (3,16).

[illegible]

(13) [illegible]

[illegible]

(472 =[illegible]) [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	1.32	3.30	[illegible]	27	1
[illegible]	1.28	3.11	[illegible]	29	2
[illegible]	1.29	3.05	[illegible]	31	3
[illegible]	1.35	2.96	[illegible]	35	4
[illegible]	1.28	2.95	[illegible]	30	5
[illegible]	1.28	2.93	[illegible]	28	6
[illegible]	1.33	2.93	[illegible]	32	7
[illegible]	1.51	2.89	[illegible]	33	8
[illegible]	1.20	2.83	[illegible]	34	9
[illegible]		2.99	[illegible]		

[illegible] (13) [illegible] (27) [illegible] (2,83-3,30) [illegible] (1,32) [illegible] (3,30) [illegible] (34) [illegible]

ƱùʅǍƙdžƶ lƧùǒƤǕƒ Ɨùƶƙ ƧdžǃǤƶ ƝǀùǁdžƵ Ǒ5 ƝƑǤǀƶ ýǒƶʅ Ǒ5 ƝǈdžƗƶǍǁƱdž Ɨdžnjdž ǍƊ ýdžƵ ǐƊ ƻ ƱǍdžǃƒ

ǇǕǍùǃƒ ƥùƶƺǃ ǑƶǤùʅơǃƒ Ʊʅ Ǎƙdžǃƒ ƸǁƶǍ Ü(1,20) Ɲƙdžǒƥ ǐ ƧǤǒƶdž ƻƒƧơǈƒǍ (2,83) Ƹǁƶ ǑƶǤʅơ

.(2,99) ýǂǂ Ƨdžƙʅdžǃƒ

:ăƥƑǐyƊǁǁƐ ƅǗƝǈǁƐ ơyǤ :Ƒƙǁǁ Ƒƙ

(14) ǃƽƥ üƝǈǁǁƐ
ăƥƑǐyƊǁǁƐ ƅǗƝǈǁƐ ơyǤ lƐƥƾƻǁ ƊǐǏƙƝǈƟǤƊǁǁƐ ƥǐơƾƗǁ ƶǐƥƑǐyƊǁǁƐ lƑƺƐƥƟǗƐƝǈ ƶǐǤƑƨƟǁƐ lƑƯƨƝǈƗƊǁǁƐ
(472 =Ɗž) ƑǐǁǁƦƑdžƗ ƶǤƗƥƊ

ƶǁǁƥơǁǁƐ	ƸƐƥƟǗƐ ăƥƑǐyƊǁǁƐ	ƯƨƝǈƗƊǁǁƐ ǏǤƑƨƟǁƐ	lƐƥƾƻǁǁƐ	ǃƽƥǁǁƐ	ƶǤƗƥǁǁƐ
ƗƱʅǍƙdž	1.37	3.05	ƒǍǈǍǂǒ Ǉǃ ǑƑƒƧƥdž ǇǕ ǑǁdžƵ ǁƧƙ Ư5ƧƊ .Ɗžnjƶdž ýdžƺǃƒ Ǒǂƙǃ ǇǒơǤƙƧdž	36	1
ƗƱʅǍƙdž	1.29	2.96	ƊƨǁdžǑǈǁƺƞƙ lƧƒƨǍǃƒ Ǒ5 ƗǒƵǤdžƙƞǕƒ ǑƙǤƥǖƵ .lƧƒƨǍǃƒ ăƥǃ ýdžƺǃƒ Ǒ5 ƧƒƧdžƙʅǕǤƶ	39	2
ƗƱʅǍƙdž	1.22	2.75	Ǐƙơ lƧƒƨǍǃƒ ƨǂƧdž Ǒ5 ǑǃǤơǃƒ ǑǁdžƵ Ǒ5 Ƨdžƙʅƌ .ýdžƺǃƒ ƘǂƧƙ ƒƦ ǇǖdžƨǃƒƥǤǀƙǈǕ ƯƧƺƙƊ Ǖ	37	3
ƗƱʅǍƙdž	1.25	2.72	Ǐƙơ lƧƒƨǍǃƒ ƨǂƧdž Ǒ5 ǑǃǤơǃƒ ǑǁdžƵ Ǒ5 Ƨdžƙʅƌ ƘǂƧƙ ƒƦ ǇƥƥƬǕƒǍ ƔƧǤƥǕƒ ƥǤǀƙǈǕ ƯƧƺƙƊ Ǖ .ýdžƺǃƒ	38	4
ƗƱʅǍƙdž		2.87	ýǂǂ ǐƧǤǒƶdžǃƒ ǇǕǍǃƒ ƥƺƶ		

ƘǤƱʅǍƙdžǃƒ ƘơǍƒƧƙ ǂǒơ ƗƱʅǍƙdž ƗƞƧƥƶ ƘǇǤƞ ƘƒƧǀǃƒ ǇǒdžƞǇƊ (14) Ɗžƥƻ ýǍƥƞǃƒ ƠưǍǒ

ƻƱǍdžǃƒ Ư5Ƨ ăƥdž ǏǃƹƧǒƬƙǑƙǃƒǍ (36) ƊžƥƧ lƧǀǃƒ ƘǇǤƞǍ Ü(2,72-3,05) ǇǒƶǤdžƗǒƶǤʅơǃƒ

ǑƶǤʅơ Ʊʅ Ǎƙdžƶ ǏǃǍǕƒ ƗƶƙƧdžǃƒ Ǒ5 Ɗžnjƶdž ýdžƺǃƒ ƝǂƧƙǃ ǇǒơǤƙƧdž ƒǍǈǍǂǒ Ǉǃ ǈǇƒƧƥdž ǇǕ ƝǁdžƵ ǁƧƙ

ǤǒƊ Ǥnjƶdž ýdžƶǒ ǑƙǃlƧƒƥǖǃ ƻƱǍdžǃƒ ƧǒƥǀƙǏǁƵ ýƥǒ Ǥdžƶdž (1,37) ǐƧǤǒƶdž ƻƒƧơǈƒǍ (3,05) Ƹǁƶ

ƝǀùǁdžƵ Ǒù5 ƻùƱǍdžǃƒ ƧƒƧdžƙʅǤƶ ƗǁƬƙdžǃƒ (38) ƊžƥƧ lƧǀǃƒ ƘǇǤƞ ǤƊǈǈǒƶ ǕǤnjǈǈƬƶ ƝƙǤƯơǖdž ƘǈǤǂ

lƧùǒƤǕƒ ƗƶƙƧdžǃǤƶ ýdžƺǃƒ ǁƧƙ ƒƦ ǇǤƥƬǕƒǍ ƔƧǤƥǕƒ ƥǤǀƙǈǕ ƯƧƺƙǒ Ǖ Ǐƙơ lƧƒƨǍǃƒ Ǒ5 ǑǃǤơǃƒ

ƘǤùƥǖƵ ƊǒƥùǀƙǏùǁƵ ǤưǒƊ ýƥǒ ƒƦƝǈǍ (1,25) ǐƧǤǒƶdž ƻƒƧơǈƒǍ (2,72) Ƹǁƶ ǑƶǤʅơ ƱʅǍƙdžƶ

ǑƶǤʅơǃƒ Ʊʅ Ǎƙdžǃƒ ƸǁƶǍ ÜƗǒƽǒƱǍǃƒ ƘƒƧƒƧǃǤƶ ƒ ƙƤǒ ǤdžǒƵ ƗǒƬƤƬǃƒ ƘǤƥǖƺǃƒ ǏǁƵ ƗǃǤdžƨǃƒǍ ýdžƺǃƒ

.(2,87) ýǂǂ ǐƧǤǒƶdžǃƒ ǇǕǍǃƒ ƥƺƶǃ

ǇùƶdžƱùʅǍƙdž ăǍƙʅdž ƥǍƞǍƶ ƗǁǁƺƙdžǃƒƗǒưƧǃƒ ýǍƶƥ ǏǃƹƧǒƬƙ ƝƑǤǀǈǃƒ Ǉǂ5 ƾƶʅ Ǥdž ǏǁƵ ǇǤǈƶǍ

Ü(ǐƧǤùǒƶdžǃƒǍ Ƨdžƙʅdžǃƒ ÜǑ5ƱǤƺǃƒ) :ǇǕǍǃƒ ǑǃƨǤǈƙǃƒ ƔǒƙƧƙǃƒ ƔʅơǍ ǂǖǃƒ ǈƥǤƶƶdžƶ Ǒ5ǒƱǍǃƒ ǇǕǍǃƒ

[illegible] .1

[illegible] (15)

[illegible]

[illegible] (472 = [illegible])

[illegible]	[illegible]	[illegible]		[illegible]		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	
.012	2.509	1.15	3.08	1.00	3.33	[illegible]
.638	.470	.91	3.60	.85	3.64	[illegible]
.993	.009	1.03	3.63	.95	3.63	[illegible]
.206	1.266		3.43		3.53	[illegible]

(α ≤ [illegible] (15) [illegible]

[illegible] 0.05)

[illegible]

[illegible]

2. [illegible]:

(16) [illegible]

[illegible] "[illegible]" [illegible]

(472 =[illegible]) [illegible]

[illegible]	[illegible]	[illegible]		[illegible]		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	
.012	2.514	1.11	3.12	.99	3.38	[illegible]
.003	2.945	.91	3.53	.80	3.77	[illegible]
.000	3.929	1.00	3.50	.92	3.86	[illegible]
.001	3.422		3.39		3.66	[illegible]

($\alpha \geq 0.05$) [illegible] (16) [illegible]

[illegible] (De Dreu et al, 2004) [illegible]

[illegible].

[illegible].

3. [illegible]:

(17) [illegible]

[illegible]

(472 =[illegible]) [illegible]

[illegible]	[illegible]	[illegible] 47		[illegible] 46-36		[illegible] 35		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
.000	11.897	1.16	2.88	.90	3.44	1.21	3.01	[illegible]
.009	4.716	.99	3.31	.84	3.68	.88	3.65	[illegible]
.001	7.474	1.03	3.19	.98	3.72	.94	3.67	[illegible]
.000	8.199		3.14		3.61		3.44	[illegible]

(α ≥ [illegible] (17) [illegible] 0.05) [illegible]

[illegible]

:(18) [illegible]

(18) [illegible]

[illegible]

(472 =[illegible]) [illegible]

[illegible] 47	[illegible] 46-36	[illegible] 35	[illegible]	[illegible]	[illegible]
			3.01	[illegible] 35	[illegible]
		*.43	3.44	[illegible] 46-36	
	*.56	.13	2.88	[illegible] 47	
			3.65	[illegible] 35	[illegible]
		.03	3.68	[illegible] 46-36	
	*.37	*.35	3.31	[illegible] 47	
			3.67	[illegible] 35	[illegible]
		.05	3.72	[illegible] 46-36	
	*.52	*.47	3.19	[illegible] 47	
			3.44	[illegible] 35	[illegible]
	.16	.16	3.61	[illegible] 46-36	
	*.47	.30	3.14	[illegible] 47	

(α ≥ 0.05) [illegible] *

[illegible] (18) [illegible] (α ≥ 0.05) [illegible] "[illegible] 47" [illegible] "[illegible] 35" [illegible] "[illegible] 46-36" [illegible] ."[illegible] 46-36" [illegible]

[illegible]

Ɨù!Ǚþ ƘƒƦ ƨĂƧù5 þĂùŋĂ Ĭǁ Ƶ (18) ǅpƧ ýĂþŋ!ƒ Ŏ5 ƖþƧƒĂ!ƒ ƘǤǈǤǒ!ƒ Ƙ!þ ƧƤƈ ƔǈǤŋ ǇǆǊ

þƒƧù5Ǖƒ ǇŏùǊ YƒƧƮ!ƒ ăĂƙƪǆ! ǇŏƛĂơǊǆ!ƒ Ƨŏþǀƙ Ŏ5 (α ≥ 0.05) Ɨ!Ǚþ!ƒ ăĂƙƪǆ þǈƵ ƗŏƑǤƮơǫ

Ɨǉùƪ 35" Ƨǆƶ!ƒ ŎƙƑ5 ǇǆǊ ýƗĂ Ɨǌŋ ǇǆǊ "ƧƛƗƋ5 Ɨǉƪ 47" Ƨǆƶ!ƒ ƗƑ5 ǇŏǊ ƘǤƵǤǆŋ!ƒ ǇŏǊ YƒƧƮ!ƒĂ

Ă "ýùpƋ5 Ɨǉùƪ 35" Ƨǆƶ!ƒ ŎƙƑ5 ƠǃǤƮ! ƨĂƧ5!ƒ ƘǤǤŋĂ ÜăƧƤǅ Ɨǌŋ ǇǆǊ "Ɨǉƪ 46-36" Ă "ýpƋ5

ƘǤùƪ5ǤǈǆǊ Ŏ5 ǤưĂƤ ýpǕƒ ŎǊǌ "ƧƛƗƋ5 Ɨǉƪ 47 " ƗŏƧǆƶ!ƒ ƗƑ5!ƒ Ǉǅ Ĭ!ǫ ƧŏƬŏ ǤǆǆǊ Ü"Ɨǉƪ 46-36"

ƧùƛƗǅĂ Ǥŋùưǉ ƧƛƗǅ ǇĂǉĂƗŏ ǅþǀƙǆ!ƒ Ƨǆƶ!ƒ ƒƦǌ Ŏ5 ǇŏƽƱĂǆ!ƒ ǇǅĬ!ǫ ƧǆǕƒ ƒƦǌ þĂƶŏ þpĂ ýǆƶ!ƒ

ǚŏùǆ ƧùƛƗǅ ǅùǌǁƶŋŏ ǤǆǊ ƗŏǆþpǕƒ ǅƗơǊ Ǥǁƶ!ƒ ƗŏƽŏƱĂ!ƒ ƔƮǤǈǆ!ƒ Ĭ!ǫ ǇĂǁƬŏ Ǥǆ ƖþǤƵĂ ǤơǆǤƪƙ

ǋŏƽùƬ ƧǤùǊƙƤƒ ǊƑǤùƙǈ ƘǈŏǊ ǁ!Ʀƫ .ýǆƶ!ƒ ƱĂƺư ýǆ ƻŏƗƙ!ƒĂ ǇŏƧƤǓƒ ýǆ ýƮƒĂƙ!ƒĂ ƧƒƧǀƙƪǚ!

ŎùƙƑ5 ǇŏǊ ýƗƗ ŎǆŏƱǉƙ!ƒ YƒƧƮ!ƒ ăĂƙƪǆ! ǇŏƛĂơǊǆ!ƒ Ƨŏþǀƙ Ŏ5 ƗŏƑǤƮơǫ Ɨ!Ǚþ ƘƒƦ ƨĂƧ5 þĂŋĂ

Ǥùǆǆ Ü"Ɨǉƪ 46-36" Ƨǆƶ!ƒ ƗƑ5 ƠǃǤƮ! ƨĂƧ5!ƒ ƘǤǤŋĂ "ƧƛƗƋ5 Ɨǉƪ 47" Ă "Ɨǉƪ 46-36"Ƨǆƶ!ƒ

ǅǌ ǋŏ!ǫ ƖƧǤƬǕƒ ƘǀǊƪ ǤǆƗĂ Ŏǉǌǆ!ƒĂ Ŏ5ŏƱĂ!ƒ ǅǌƧĂƱƙ ǅƗơǊ ƧǤǆƵǕƒ ŎƱƪĂƙǆ ƗƑ5 ǇǅĬ!ǫ ƧŏƬŏ

ǅǌƺùƗƒƧǆ ƘùŏǊƛƙĂ Ɨǉǌǆ!ƒ ýǤŋǆ Ŏ5 ƧĂƱƙ!ƒ Ĭ!ǫ Ǥŏƶƪ ýǆƶ!ƒ ƘǤƪ5ǤǈǆŎ5 ǤưĂƤĂ ǚƵǤ5ƙ ƧƛƗǕƒ

.ýƗƗ ŎǆŏƱǉƙ!ƒ YƒƧƮǁ! ƗưƧƵ ƧƛƗǅ ƗƑ5!ƒ ǉƦǌ ýƶŋŏ Ǥǆǆ ƗŏƽŏƱĂ!ƒ

.ƘǙǤŋǆ!ƒ ýŏǆŋ Ŏ5Ă ýƗƗ ŎǆŏƱǉƙ!ƒ YƒƧƮ!ƒ Ŏ5 ƗŏưƧ5!ƒ ýĂǊp Ĭ!ǫ ƧŏƬƙ ǊƑǤƙǉ!ƒ ǉƦǌĂ

:ĬǅƗyǁǁ üǉǅǅǅǁǁ .4

(19) !5þ üǋǫǁǁǁ

ǌǋǌƗƨǅǉ ǅƵƙǋƟǤǅǁ þĭǫƨƗǁ ăǫƑƟǕǁ ǅƵƑǤƗǁ üǐƗƟƗǋ ǊĭþƑĭyǅǁ Ɩ ƑƺƐþƟǕǋ ǊĭǤƑƨƟǁ Ɩ ƑưƨǋƗǅǁ =ǅƶ) Ĭǅƶyǁǁ üǉǅǅǁ þĭƸƗǅǁ ƒyǤƗ ǊĭǆǫþǕǁ Ɩ ƐþƐƦǋǁǁ Ʀ ƐþǅƵ Ĭƺ ǅƵƗǅƑyǁǁ ǅƵǤ ĬǅĭưǅƗǁǁ ƱƐþƬǁǁ (472

ǊǁǕǫǁǁ ǊĭƟƬƟǕǁ	ƺ ǊǅƵ5	ĂƗYǋ þĭƨǁǁƑǅ		Ƨ ǋĭþǋǁƑǁǤ		üƺƺ ưƨǋƗǅ !ǋƗǤǫ		þĭƸƗǅǁǁ
		ƺ ƐþƟǕǁ ăþƑyǅǁǁ	ư ƨǋƗǅǁǁ ĬǤƑƨƟǁ	ƺ ƐþƟǕǁ ăþƑyǅǁǁ	ư ƨǋƗǅǁǁ ĬǤƑƨƟǁ	ƺ ƐþƟǕǁ ăþƑyǅǁǁ	ư ƨǋƗǅǁǁ ĬǤƑƨƟǁ	
.005	5.371	1.26	2.75	1.04	3.29	1.04	3.21	ăĂƙƪǆ Ĭǁ Ƶ YƒƧƮ!ƒ ǋƪ5ǉ þƧ5!ƒ
.004	5.685	.93	3.37	.86	3.72	.87	3.47	þƒƧ5Ǖƒ ǇŏǊ YƒƧƮ!ƒ
.004	5.627	1.06	3.39	.96	3.74	.99	3.44	ƘǤƵǤǆŋ!ƒ ǇŏǊ YƒƧƮ!ƒ
.002	6.338		3.17		3.58		3.38	ýƗƗ YƒƧƮ!ƒ

(α ≥ 0.05) Ɨ!Ǚþ!ƒ ăĂƙƪǆ þǈƵ ƗŏƑǤƮơǫ Ɨ!Ǚþ ƘƒƦ ƨĂƧ5 þĂŋĂ (19) ǅpƧ ýĂþŋ!ƒ ǇǆǊ ǇŏǊƙŏ

ăƨùƶƙ ýƗƗ ŎǆŏƱǉƙ!ƒ YƒƧƮ!ƒ Ŏ5Ă ƘǙǤŋǆ!ƒ ýŏǆŋ Ŏ5 YƒƧƮ!ƒ ăĂƙƪǆ! ǇŏƛĂơǊǆ!ƒ Ƨŏþǀƙ Ŏ5

[illegible]

[illegible] :(20)

[illegible] (20)

[illegible] (472 = [illegible])

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	3.21			
	[illegible]	3.29	.08		
	[illegible]	2.75	*.46	*.55	
[illegible]	[illegible]	3.47			
	[illegible]	3.72	*.25		
	[illegible]	3.37	.10	*.35	
[illegible]	[illegible]	3.44			
	[illegible]	3.74	*.30		
	[illegible]	3.39	.05	.35	
[illegible]	[illegible]	3.38			
	[illegible]	3.58	.21		
	[illegible]	3.17	.21	*.41	

* [illegible] (α ≥ 0.05)

[illegible] (20) [illegible] (α ≥ 0.05) [illegible]

[illegible] (20) [illegible]

[illegible] (64,2%) [illegible]

[illegible]

[illegible]

[illegible]

[illegible] .5

(21) [illegible]

[illegible]

(472 =[illegible]) [illegible]

[illegible]	[illegible]	[illegible] 16		[illegible] 15-11		[illegible] 10-6		[illegible] 5		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
.000	7.959	1.18	2.74	.96	3.38	.98	3.38	1.18	2.96	[illegible]
.081	2.257	.99	3.33	.87	3.59	.84	3.69	.91	3.62	[illegible]
.074	2.331	1.05	3.31	.99	3.61	.95	3.72	1.00	3.60	[illegible]
.004	4.559		3.13		3.53		3.59		3.39	[illegible]

(α ≥ 0.05) Ł!Ŭþ!ƒ ăĂƙʅďž þǉƵ ŁŏƑǴƬơƍ Ł!Ŭþ ƘƒƦ ƪĂƧƼ þĂȠĂ (21) ĎžƿƧ ýĂþȠ!ƒ ǇĎž ǇĴŏŀƙŏ

ýù‡‡ ǑùďžŏƱǉƙ!ƒ ƳƒƧƬ!ƒ ăĂƙʅďž ǏǁƵĂ ǊʅƼǉ þƧƼ!ƒ ăĂƙʅďž ǏǁƵ ƳƒƧƬǁ! ǇĴŏƛĂơŀďž!ƒ ƧŏþǀƘ ǑƼ

ǑþǴùŀ ǑùƼ ǴŏƑǴùƬơƍ Ł!ƒþ ƪĂƧƼ ƧǌƱƘ Ďž! ǴďžǉĴŏŀ ÜǑ!Ǵơ!ƒ ýďžƶ!ƒ ǑƼ ŁďžþƤ!ƒ ƘƒĂǉʅ ƧŏʓƘďž! ăƨƶƘ

ƘǴǉƧǴǀďž!ƒ ĎžƒþƤƘʅƒ ĎžƘ ŁŏŀǴʅơ!ƒ ƘǴƱʅĂƘďž!ƒ ǇĴŏŀ ǴŏƑǴƬơƍ Ł!ƒþ!ƒ ŁŏȠĂƨ!ƒ ƪĂƧƼ!ƒ ǇǴŏŀ!Ă .ƘŬǴȠďž!ƒ

:(22) ĎžƿƧ ýĂþȠ!ƒ ǑƼ ǇĴŏŀďž ĂǊ ǴďžǂǊŏƼƬ ŁǀŏƧƱŀ Łŏþƶŀ!ƒ

(22) !ƼþüǊǫǚǁƐ

ƑƳǴŁ ǏĎžǐƣďžŁǁƐ ƱƐþƬǁƐ ǌǊŁƨĎžǁ ĎžǐƙǊǑǴĎžǁƐ þǐǫƪŁ Ǐʓ ŀǐǫƴǴǁƐ ǀƑďžþƑƪĎžŁǁ ǇǐƧʅ þƑǴŁǪǁƐ ƛəƑŁďž
(472 =Ďž) ǏǁƑƟǁƐ üĎžƴǁƐ Ǐʓ ŀĎžǭǪǁƐ ǀƐǊďžƨ þǐƸŁĎžǁ

þƙǀĐʓ ŀďžƨ 16	ŀďžƨ15-11	ǀƐǊďžƨ10-6	üƼĐʓ ǀƐǊďžƨ 5	ƯƨǊŁĎžǁƐ ǏǴƑƨƟǁƐ	Ǐʓ ŀĎžǭǪǁƐ ǀƐǊďžƨ ǏǁƑƟǁƐ üĎžƴǁƐ	þǐƸŁĎžǁƐ
				2.96	ýƿƌƼ ƘƒĂǉʅ5	ăĂƙʅďž ǏǁƵ ƳƒƧƬ!ƒ ǊʅƼǉ þƧƼ!ƒ
			*.42	3.38	ƘƒĂǉʅ10-6	
		.00	.42	3.38	Łǉʅ15-11	
	*.64	*.64	.22	2.74	ƧƛǂƼ Łǉʅ16	
				3.39	ýƿƌƼ ƘƒĂǉʅ5	ý‡‡ ƳƒƧƬ!ƒ
			.20	3.59	ƘƒĂǉʅ10-6	
		.07	.13	3.53	Łǉʅ15-11	
	.39	*.46	.26	3.13	ƧƛǂƼ Łǉʅ16	

(α ≥ 0.05) Ł!Ŭþ!ƒ ăĂƙʅďž þǉƵ Ł!ƒþ *

ăĂƙùʅďž! ǇĴŏƛĂùơŀďž!ƒ ƧŏþǀƘ ǑƼ ƪĂƧƼ!ƒ ýþƒĂďž ǇĐ (22) ĎžƿƧ ýĂþȠ!ƒ ǑƼ ǀþƧƒĂ!ƒ ƘǴǉǴŏŀ!ƒ ƧŏƬƘ

-6" ŁùďžþƤ!ƒ ŁùƑƼĂ "ýƿƌƼ ƘƒĂǉʅ 5" ŁďžþƤ!ƒ ŁƑƼ ǇĴŏŀ ƘƨǂƧƘ ǊʅƼǉ þƧƼ!ƒ ăĂƙʅďž ǏǁƵ ƳƒƧƬ!ƒ

Łù!ƒþ ƪĂƧùƼ þĂùȠĂ ǇĴŏƙ Ǵďž‡ "ƘƒĂǉʅ10-6" ŁďžþƤ!ƒ ŁƑƼ Ơ!ǴƬ! ƪĂƧƼ!ƒ ƘǴǴȠĂ Ü"ƘƒĂǉʅ10

-11"Ă "ƘƒĂǉùʅ10-6" ŁďžþƤ!ƒ ǑƙƑƼ ǇĎž ý‡Ă ŁǌǌȠ ǇĎž "ƧƛǂƼ Łǉʅ16" ŁďžþƤ!ƒ ŁƑƼ ǇĴŏŀ ǴŏƑǴƬơƍ

ƔǉǴȠ ǇĎž ."Łǉʅ15-11"Ă "ƘƒĂǉʅ10-6" ŁďžþƤ!ƒ ǑƙƑƼ ǇĎž ý‡ Ơ!ǴƬ! ƪĂƧƼ!ƒ ƘǴǴȠĂ Ü"Łǉʅ15

ǑďžŏƱǉƙ!ƒ ƳƒƧƬ!ƒ ăĂƙʅďž! ǇĴŏƛĂơŀďž!ƒ ƧŏþǀƘ ǑƼ ƪĂƧƼ!ƒ ýþƒĂďž ǇĐ ǊʅƼƬ ƧǴŀƙƤƒ ǋƑǴƙǉ ƘƧǴƬĐ ƧƤǴ

ŁùƑƼ Ơ!ǴùƬ! ƪĂƧƼ!ƒ ƘǴǴȠĂ Ü"ƧƛǂƼ Łǉʅ16"Ă "ƘƒĂǉʅ10-6" ŁďžþƤ!ƒ ǑƙƑƼ ǇĴŏŀ ƘƨǂƧƘ ý‡‡

ǑùǊ ŁƱùʅĂƙďž!ƒ ŁùďžþƤ!ƒ ǀþďž ƘƒƦ ŁƑƼ!ƒ ǇĐ Ǐ!ƍ ǇĴŏƙ!Ǵơ!ƒ ǑƼ ƧŏƬŏ Ǵďžďž ."ƘƒĂǉʅ10-6" ŁďžþƤ!ƒ

Ƙŀùʅƙ‡ƒ ŁƑƼ!ƒ ǉƦǊ ǇĴ‡!Ă ýďžƶ!ƒ ƘǴʅƼǴǉďž ǑƼ ǴǌƱƒƧƤǉŬ ǴďžŀƧ ÜƳƒƧƬǁ! ǴƣƧƶƘĂ ǔƵǴƼƘ ƧƛǂŬƒ

[illegible]

[illegible] .6

(23) [illegible]

[illegible]

(472 =[illegible]) [illegible]

[illegible]	[illegible]	[illegible] 1000 (mean)	[illegible] 1000 (SD)	1000-501 (mean)	1000-501 (SD)	500-251 (mean)	500-251 (SD)	250 [illegible] (mean)	250 [illegible] (SD)	[illegible]
.489	.810	1.20	2.99	1.05	3.32	1.07	3.21	1.12	3.08	[illegible]
.373	1.043	1.00	3.34	.83	3.67	.88	3.63	.96	3.49	[illegible]
.494	.800	1.00	3.33	.98	3.66	.99	3.65	.92	3.52	[illegible]
.354	1.088		3.22		3.55		3.49		3.36	[illegible]

(α ≤ [illegible] (23) [illegible] 0.05) [illegible]

[illegible]

[illegible]

[illegible]

7. [illegible]

[illegible] (24)

[illegible]

(472 =[illegible]) [illegible]

[illegible]	[illegible]	[illegible]		[illegible]		[illegible]		[illegible]		[illegible]		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
.489	.81	1.20	2.99	1.05	3.32	1.05	3.32	1.07	3.21	1.12	3.08	[illegible]
.373	1.04	1.00	3.34	.83	3.67	.83	3.67	.88	3.63	.96	3.49	[illegible]
.494	.80	1.00	3.33	.98	3.66	.98	3.66	.99	3.65	.92	3.52	[illegible]
.354	1.09		3.22		3.55		3.55		3.49		3.36	[illegible]

[illegible] (24) [illegible]

[illegible] ($\alpha \geq 0.05$) [illegible]

[illegible]

:üDžyllع DžƑlDž .8

(25) !ƽþ üNjqШlع

njNjłƨDžll DžĭƙNjϴǴDžllع þĭqȿłll ǎqƑϴŬع DžĭƑǴłllع üĭłϴłNj hıĭþƑĭyDžllع lƑȝعþϴǻŰعNj hıĭǴƑƨϴllع lƑƯƨNjłDžllع

=Dž) üDžyllع DžƑlDž þĭȘłDžll ƑyǴł hıĭǻqþŰع lعþعƦNjllع Ʀlعþ Dž Ĭȝ Džĭ łDžƑyllع DžĭǴ ĬDžĭưǻłllع Ʊعþ Ƭllع

(472

ĬDžĭưǻłllع Ʊعþ Ƭllع üll	DžĭǴ Ʊعþ Ƭllع lƑƳƑDžШllع	DžĭǴ Ʊعþ Ƭllع qعþȥŰع	ǍłƳ Ʊعþ Ƭllع qþƻllع njNjłƨDž Ljƨƻǻ	ĬəƑƬϴŪع ƒNjłƨŰع ĬƻƬNjllع	üDžyllع DžƑlDž (ƴþعƦNjllع Ʀlþ Dž)
3.45	3.49	3.54	3.32	ǑhǴƪơ!ƒ ƱƪǍƙdž!ƒ	łƵǴǰƬ!ƒ .1 lƧǴɳƙ!ƒǍ
.77	1.01	.88	.95	ĭƧǴőƶdž!ƒ ƻƒƧơǰǕƒ	
3.72	3.85	3.73	3.62	ǑhǴƪơ!ƒ ƱƪǍƙdž!ƒ	łődžǰƙ!ƒ .2 łőƵǴdžƙɳǓƒ
.67	.79	.68	.77	ĭƧǴőƶdž!ƒ ƻƒƧơǰǕƒ	
3.75	3.83	3.90	3.50	ǑhǴƪơ!ƒ ƱƪǍƙdž!ƒ	lǍƧλ!ƒǍ łpǴƱ!ƒ .3 łőǰþƶdž!ƒ
.63	.80	.55	1.11	ĭƧǴőƶdž!ƒ ƻƒƧơǰǕƒ	
3.22	3.43	3.53	2.67	ǑhǴƪơ!ƒ ƱƪǍƙdž!ƒ	Ǒ!Ǵƶ!ƒ Džőǁƶƙ!ƒ .4 Ǒdžǁƶ!ƒ łơh!ƒǍ
.94	1.09	.97	1.23	ĭƧǴőƶdž!ƒ ƻƒƧơǰǕƒ	
3.43	3.72	3.57	3.06	ǑhǴƪơ!ƒ ƱƪǍƙdž!ƒ	ƱőƱƤƙ!ƒ .5 Ǒ!Ǎþ!ƒ LJǍǴƶƙ!ƒǍ
.93	.99	.96	1.07	ĭƧǴőƶdž!ƒ ƻƒƧơǰǕƒ	
3.57	3.58	3.63	3.49	ǑhǴƪơ!ƒ ƱƪǍƙdž!ƒ	ýlǰ!ƒ .6
.87	1.07	.99	.84	ĭƧǴőƶdž!ƒ ƻƒƧơǰǕƒ	
3.45	3.58	3.60	3.15	ǑhǴƪơ!ƒ ƱƪǍƙdž!ƒ	ƘǕǴƬƙǕƒ .7 ǴőɳǍ!ǍǰłƙǍ ƘǴdžǍǁƶdž!ƒ
.95	.98	.91	1.25	ĭƧǴőƶdž!ƒ ƻƒƧơǰǕƒ	
3.33	3.62	3.58	2.79	ǑhǴƪơ!ƒ ƱƪǍƙdž!ƒ	ƳǴƱl!ƒ ƧőǍƱƙ .8 DžǴƶ!ƒ
.76	.91	.82	1.09	ĭƧǴőƶdž!ƒ ƻƒƧơǰǕƒ	
3.61	3.68	3.68	3.45	ǑhǴƪơ!ƒ ƱƪǍƙdž!ƒ	ĭƧ!ƒǍ ǰǴődž!ƒ .9
.74	.96	.78	.76	ĭƧǴőƶdž!ƒ ƻƒƧơǰǕƒ	
3.30	3.50	3.36	3.08	ǑhǴƪơ!ƒ ƱƪǍƙdž!ƒ	łődžǰƙ!ƒ .10 łőƪǴőƪ!ƒ
1.15	1.22	1.19	1.22	ĭƧǴőƶdž!ƒ ƻƒƧơǰǕƒ	
3.49	3.63	3.62	3.22	ƳǍdžɳdžǁ! ǑhǴƪơ!ƒ ƱƪǍƙdž!ƒ	
2.050	.976	1.183	4.417	ƻ łdžőp	
.033	.459	.303	.000	łőƒǴƬơŰƒ ł!Ǖþ!ƒ	

LJőλǍơhdž!ƒ Ƨőþlƙ Ǒƽ (α ≥ 0.05) łőƒǴƬơƣ ł!Ǖþ ƘƒƦ ƾǍƧƽ þǍɳǍ (25) DžpƧ ýǍþɳ!ƒ LJdž LJőhƙő Ǖýùdžƶ!ƒ LJǴù łdž! ǎƨƶƙ ýłł ǑdžőǓLJƙ!ƒ ƳƒƧƬ!ƒ ǎǍƙƪdž ĬǁƵǍ NƪƽLJ þƧƽ!ƒ ǎǍƙƪdž ĬǁƵ ƳƒƧƬǁ! LJǴùőh!Ǎ ÜƘǴùƵǴdžɳ!ƒ LJőh ƳƒƧƬ!ƒǍ þƒƧƽŪƒ LJőh ƳƒƧƬ!ƒ Ǒƽ ǴőƒǴƬơƣ ł!ƒþ ƾǍƧƽ ƧnjǓƙ Dž! ǴdžLJőh łùlőƧƱh łùőþƶh!ƒ ƘǴǰƧǴldž!ƒ DžƒþƤƙƪƒ Džƙ łőhǴƪơ!ƒ ƘǴƱƪǍƙdž!ƒ LJőh ǴőƒǴƬơƣ ł!ƒþ!ƒ ƾǍƧƽ!ƒ ýpƒǍdž :(26) DžpƧ ýǍþɳ!ƒ Ǒƽ LJőhdž ǍNj Ǵdžł NƪőƽƬ

(26) [illegible]

(472 =[illegible]) [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
										3.32	[illegible]	[illegible]
									-.31	3.62	[illegible]	
								.13	-.18	3.50	[illegible]	
							.83	*.95	.65	2.67	[illegible]	
						-.39	.43	.56	.25	3.06	[illegible]	
					-.42	-.82	.01	.14	-.17	3.49	[illegible]	
				.33	-.09	-.48	.34	.47	.16	3.15	[illegible]	
			.37	.70	.27	-.12	.71	.84	.53	2.79	[illegible]	
		-.66	-.30	.04	-.39	-.78	.05	.17	-.13	3.45	[illegible]	
	.38	-.29	.08	.41	-.01	-.41	.42	.55	.24	3.08	[illegible]	
										2.05	[illegible]	[illegible]
									.40	3.88	[illegible]	
								.17	.25	3.31	[illegible]	
							.67	*.74	.45	3.09	[illegible]	
						.70	.37	.24	.59	3.74	[illegible]	
					.32	.09	.10	.27	.15	2.42	[illegible]	
				.30	.27	.37	.39	.12	.46	3.19	[illegible]	
			.28	.35	.34	.41	.62	.64	.53	2.20	[illegible]	
		.68	.45	.08	.43	.55	.05	.20	.19	3.51	[illegible]	
	.32	.22	.06	.38	.06	.37	.51	.64	.27	3.24	[illegible]	

(α ≥ 0.05) [illegible] *

[illegible] ($\alpha \geq 0.05$) [illegible] (26) [illegible]

[illegible]

[illegible]:

[illegible] ($\alpha \geq 0.05$) [illegible]

[illegible]

ÜƧùdžƶ!ƒ) :ƘƒƧùǒƺkdž ǇǗùdž ý‡! ĭ þǴơǕƒ ǇǒǴƘ!ƒ ýǒǁơkĂ Ü(ǂǒƵǴdžƞǕƒ ǂ!Ǵơ!ƒĂ ΣǉƞÖƒ) : ĭ Ƨǒƺkdž!

ýĂƒþùƞ!ƒĂ Ü(ýdžƶ!ƒ ǇǴ‡džĂ ÜǑǒ5ǕĂ!ƒ ăĂkɩdž!ƒ Üĭ ƧǌƬ!ƒ ƔkƒƧ!ƒ ÜǂdžþƤ!ƒ ƘƒĂǉɩ ÜǑdžǁƶ!ƒ ýǋƋdž!ƒ

: ǁ !Ʀ ƠưĂk ǂǒ!Ǵk!ƒ

: Ƨ džШǁɛ .1

(27) !5þ üǋǫШǁɛ

ƀǗǋǁɛ ǌǋǂƨDžǁ DžĭƘǋƟǴDžǁɛ þĭǫƭǁǁ "ɭ" þƑǴǂƠǁɛǋ ƕĭþƑĭyDžǁɛ ɭƑƺɛþƟǗǗɛǋ ƕĭǴƑƨƟǁɛ ɭƑƱƨǋǂDžǁɛ

(472 =Dž) Ƨ džШǁɛ þĭƸǂDžǁ ƒyǴǂ ƕĭǫþǗɛ ɭɛþɛƦǋǁɛ Ʀǀɛþ DžĬƺ DžĭǂDžƒyǁɛ DžĭǴ ĬƺĭưǋǁɛDž

ƕǁǗǫǁɛ ƕĭƏƑƬƟǗɛ	ƕDžĭ5 ɭ	ĂƘdžǃ		þǀƤ		þĭƸǂDžǁɛ
		ƺɛþƟǗɛ ăþƑĭyDžǁɛ	ƱƨǋǂDžǁɛ ĬǴƑƨƟǁɛ	ƺɛþƟǗɛ ăþƑĭyDžǁɛ	ƱƨǋǂDžǁɛ ĬǴƑƨƟǁɛ	
.102	1.637	.96	3.08	.87	3.22	Ǒ5ƱǴƶ!ƒ ǅǕĂ!ƒ þƶƕ
.366	.906	.97	2.95	.94	3.03	ƧdžkɩdžƬ!ƒ ǅǕĂ!ƒ þƶƕ
.010	2.579	1.01	2.74	.95	2.97	ĭ ƧǴǒƶdž!ƒ ǅǕĂ!ƒ þƶƕ
.086	1.720		2.96		3.09	ý‡‡ ǅǕĂ!ƒ

(α ≥ ǂù!Ǖþ!ƒ ăĂkɩdž þǉƵ ǂǒƑǴƬơƺ ǂ!Ǖþ ƘƒƦ ƭĂƧ5 þĂƞĂ DžþƵ (27) DžpƧ ýĂþƞ!ƒ ǇDž ǇǒƕkǒƘǕǴùƞdž!ƒ yùǒdžƞ Ǒù5 Ă ý‡‡ Ǒ5ǒǕĂ!ƒ ǅǕĂ!ƒ Ǒ5 ǅǕĂ!ƒ ăĂkɩdž! ǇǒλĂơƕdž!ƒ Ƨǒþǀk Ǒ5 0.05)

ǇǗùdž ǇǒλĂùơƕdž!ƒ Ơ!ǴƬ! ƭĂƧ5!ƒ ƘǅǴƞ ǂǒơ ĭ ƧǴǒƶdž!ƒ ǅǕĂ!ƒ þƶƕ ǅǴǉλkɩǴƕ ÜΣǉƞ!ƒ Ƨǒƺkdž! ăƨƶk

ƔǴƕùɩǕƒ ǂǴùǉǕƒ ǇǗdž ƧλǂD ƧĂ‡Ʀǁ! Ơǒkk ýdžƶ!ƒ ǂƑǒƕ ǇǗƋƕ ǂƞǒkǉ!ƒ ǉƦǋ Ƨɩ5k ǇǗD Ǉ‡džǒĂ ÜƧĂ‡Ʀ!ƒ ǂƑ5

ǂ‡ƧǴùƬdž!Ǵƕ Ơdžùɩk Ǵǌǒ5 ǇĂǁdžƶǒ Ǒk!ƒ ǂǒdžǒǕǉk!ƒ ǂƑǒƕ!ƒ ǇǗƋƕ ΣǴɩơƺ ǇǗdž ĭ ƧǴǒƶdž!ƒ ǅǕĂǁ! ɭƨƨƶdž!ƒ

ǂùdžǴƶ!ƒ ƘǴùɩǴǒ!ƒ Džùɩ ƧĂ ƱǒƱƤk!ƒĂ ƻƒþǋǕƒ yưĂ Ǒ5 ǑƕǴƞǒǕƒ ýƵǴ5k!ƒĂ ƱƒƧƤǉǕƒĂ ǂ!Ǵƶ5!ƒ

ɭƧƒþǘù! ǇǒƼǕĂdž!ƒ Ƨǒþǀk ǇǗdž þǒƨǒ ǴdždžƬ ýdžƶ!ƒ ƦǒƼǉkĂ ƘƒǅƒƧƞǕƒ ǂǒƼ‡ þǒþơk ĬǁƵ ɭĂǘƵ ÜǗǒǕǉkǁ!

ǂƬơƒƧơ!ƒ) ǂɩƒƧþ ǋƑǴkǉ ydž ƭ5kǒ ǂǒưƧ5!ƒ ýĂƕpĂ ÜǗǌǋǁdžƶ! ǅǴdžkǉƒ ƧλǂD Džǌǁƶƞǒ Ă Ǵǌƶdž ǇĂǁdžƶǒ Ǒk!ƒ

ăƨƶk Ǒ5ǒǕĂ!ƒ ǅǕĂ!ƒ ăĂkɩdž Ǒ5 ǂǒƑǴƬơƺ ǂ!Ǖþ ƘƒƦ ƭĂƧ5 þĂƞĂ ƘǉǒƕƦƺ (2006 ÜǂƬƕǴƬƕ!ƒĂ

Ʊù5Ƨ Ĭ!ƺ ƧǒƬk ǂƞǒkǉ!ƒ ǉƦǋĂ .ƧĂ‡Ʀ!ƒ ǂƑ5 ǇǗdž ǇǒλĂơƕdž!ƒ Ơ!ǴƬ! ƭĂƧ5!ƒ ƘǅǴƞĂ ΣǉƞÖƒ Ƨǒƺkdž!

Ʊ5ƧĂÜ ĭ ƧǴùǒƶdž!ƒ ǅǕĂù!ƒ þùƶƕ ǅǴǉλkùɩǴƕ þǴƶƕǕƒ yǒdžƞ Ǒ5Ă ý‡‡ Ǒ5ǒǕĂ!ƒ ǅǕĂ!ƒ Ǒ5 ǂǒưƧ5!ƒ

.(1990 ÜǑǉǴƶdž!ƒĂ1988ÜǉþǒƒþƧ) ǇDž ý‡ ǂɩƒƧþ ǋǒ!ƺ ƘǁƬĂk Ǵdž ydž ƭ5kǒ ǂǒưƧ5!ƒ

:hiĭYƒDžĦШŰɛ hiǁƒΘǁɛ .2

(28) !ʒþ üNjqШǁɛ

ƅŰNjǁɛ njNjĦƨDžǁ DžĭƙNjΘĜDžǁɛ þĭqʂĦǁ "l" þƑĜĦԀɛNj hiĭþƑĭyDžǁɛ lƑʓɛþΘďŰɛNj hiĭĜƑƨΘǁɛ lƑƯƨNjĦDžǁɛ
(472 =Dž) hiĭYƒDžĦШŰɛ hiǁƒΘǁɛ þĭƸĦDžǁ ƒyĜĦ hiĭďqþŰɛ lɛþɛŖNjǁɛ Ŗlɛþ Dž Ĭʓ DžĭĦDžƑyǁɛ DžĭĜ Ĭƻĭư Njǁɛ

hiǁŰqǁɛ hiĭəƑƬΘŰɛ	hiDžĭʒ l	ĦNjŖĦDž		ƒŖYƈ		þĭƸĦDžǁɛ
		ƺɛþΘďŰɛ ăþƑĭyDžǁɛ	ƯƨNjĦDžǁɛ ĬĜƑƨΘǁɛ	ƺɛþΘďŰɛ ăþƑĭyDžǁɛ	ƯƨNjĦDžǁɛ ĬĜƑƨΘǁɛ	
.712	-0.369	.91	3.17	.92	3.14	ŎʒƠĜƶ!ƒ ĈŬĂ!ƒ þƶi
.044	-2.020	.92	3.06	1.00	2.88	ƧďƙƪďƵ!ƒ ĈŬĂ!ƒ þƶi
.395	-0.852	1.01	2.90	.95	2.82	ĭƧĜŏƶďƵ!ƒ ĈŬĂ!ƒ þƶi
.179	-1.346		3.07		2.97	ýǂǂ ĈŬĂ!ƒ

(α ≥ Ħ!Ŭþ!ƒ ăĂƙƪďƵ þǉƵ ĦŏƑĜƬơƺ Ħ!Ŭþ ƘƒŖ ʂĂƧʒ þĂɳĂ DžþƵ (28) DžpƧ ýĂþɳ!ƒ LJďƶ LJŏiƙŏ ăƨùƶƙ þĜƶiŬƒ yŏďƶɳ ŎʒĂ ýǂǂ ŎʒŏƱĂ!ƒ ĈŬĂ!ƒ Ŏʒ ĈŬĂ!ƒ ăĂƙƪďƵ! LJŏƛĂơiďƵ!ƒ Ƨŏþlƙ Ŏʒ 0.05) LJŏƛĂơiďƵ!ƒ Ơ!ĜƬ! Nŏʒ ʂĂƧʒ!ƒ ƘĈĜɳ ĭŖ!ƒ ƧďƙƪďƵ!ƒ ĈŬĂ!ƒ þƶi ĈĜǉĂƙƪĜi ÜĦŏƵĜďƙɳŬƒ Ħ!Ĝơ!ƒ ƧŏʓƙďƵ! ǁùƪďƙǁ! ŎǁƑĜùƶ!ƒ DžƒƨùƙŬƒ ƔơĜƬ ƻƱĂďƵ!ƒ ýŏďŏ Ĝďƶ Ĝi!Ĝʓʒ ĜŏlƠǉďƵ ƒƧďD ĂþiŏĂ .ШĂƨƙďƵ ĦƑʒ LJďƶ ýùƛďƶ þĂùɳĂʒ ǉƧŏƺĂ Ŏơ Ƭ LJŏďƶďƙĂ ýƤþ LJďƶ ýĂŬƒ DžĜlďƵ!ƒ Ŏʒ ĦŏþĜďƵ!ƒ yʒĜǉďƵ!ƒ ƧƒƧďƙƪŬ NƙʒŏƱĂi Ħƒʒ!ƒ ǉŖNj LJĂǂƙʒ ĭƧƪŬƒ ƧƒƧlƙƪŬƒ Ħ!Ĝơ Ŏʒ LJŏʒƱĂďƵ! ĈŬĂ!ƒ Ŏʒ ƒƧŏƛďƙ ƧƛǂD LJĂǂƙ ƘĜďƵĂlďƵ!ƒ ǉŖNj Ĝùưŏ D ƒŖNjĂ ýďƶ!ƒ LJĜǂďƶ ƧŏʓƙƧƒƧp Ŏʒ ƧƛǂD LJĂƱʒơƙŏĂ ƘƒƨĜŏƙďŬƒ ǉŖNj ĦďƶƒþƺĬǁƵ ĜƬƧơ ƧƛǂD Ưùʒ Ƨ Ĭù!ƺ ƧŏƬƙ ĦɳŏƙǉƵ!ƒ ǉŖNjĂ .(2008 ÜŎǁďƵƬ!ƒ) Ħƪƒ Ƨþ ýƛďƶ ƘĜƪƒƧþ!ƒ Ưƶi Nŏ!ƺ ƘƧĜƬD Ĝďƶ Ưùʒ ƧĂ ÜƧďƙùƪďƵ!ƒ ĈŬĂù!ƒ þùƶi ĈĜǉĂƙƪĜi þĜƶiŬƒ yŏďƶɳ ŎʒĂ ýǂǂ ŎʒŏƱĂ!ƒ ĈŬĂ!ƒ Ŏʒ Ħŏư Ƨʒ!ƒ .(1990 ÜŎǉĜƶďƵ!ƒ) Ħƪƒ Ƨþ Nŏ!ƺ ƘǁƬĂƙ Ĝďƶ yďƶ ʂʒƙŏ Ħŏư Ƨʒ!ƒ

:þDžyǁɛ .3

(29) !ʒþ üNjqШǁɛ

njNjĦƨDžǁ DžĭƙNjΘĜDžǁɛ þĭqʂĦǁ ăqƑΘŰɛ DžĭƑĜĦǁɛ üĭǂΘĦNj hiĭþƑĭyDžǁɛ lƑʓɛþΘďŰɛNj hiĭĜƑƨΘǁɛ lƑƯƨNjĦDžǁɛ
(472 =Dž) þDžyǁɛ þĭƸĦDžǁ ƒyĜĦ hiĭďqþŰɛ lɛþɛŖNjǁɛ Ŗlɛþ Dž Ĭʓ DžĭĦDžƑyǁɛ DžĭĜ Ĭƻĭư Njǁɛ ƅŰNjǁɛ

hiǁŰqǁɛ hiĭəƑƬΘŰɛ	ƺ hiDžĭʒ	þƙlDžʓ hiďƨ 47		hiďƨ 46-36		üʒDžʓ hiďƨ 35		ƧŏʓƙďƵ!ƒ
		ƺɛþΘďŰɛ ăþƑĭyDžǁɛ	ƯƨNjĦDžǁɛ ĬĜƑƨΘǁɛ	ƺɛþΘďŰɛ ăþƑĭyDžǁɛ	ƯƨNjĦDžǁɛ ĬĜƑƨΘǁɛ	ƺɛþΘďŰɛ ăþƑĭyDžǁɛ	ƯƨNjĦDžǁɛ ĬĜƑƨΘǁɛ	
.031	3.486	.94	3.22	.84	3.06	1.00	3.29	ŎʒƠĜƶ! ĈŬĂ!ƒ þƶi
.650	.431	.90	3.04	.94	2.95	1.00	3.03	ƧďƙƪďƵ! ĈŬĂ!ƒ þƶi
.446	.809	1.04	2.98	.91	2.89	1.07	2.80	ĭƧĜŏƶďƵ!ƒ ĈŬĂ!ƒ þƶi
.347	1.060		3.10		2.98		3.09	ýǂǂ ĈŬĂ!ƒ

(α ≥ Ħù!Ŭþ!ƒ ăĂƙƪďƵ þǉƵ ĦŏƑĜƬơƺ Ħ!Ŭþ ƘƒŖ ʂĂƧʒ þĂɳĂ DžþƵ (29) DžpƧ ýĂþɳ!ƒ LJďƶ LJŏiƙŏ

ÜƧďƶ!ƒ ƧŏʓƙďƵ! ăƨƶƙ ŎʒŏƱĂ!ƒ ĈŬĂ!ƒ þĜƶiD yŏďƶɳ Ŏʒ ĈŬĂ!ƒ ăĂƙƪďƵ! LJŏƛĂơiďƵ!ƒ Ƨŏþlƙ Ŏʒ 0.05)

[illegible]

[illegible] :(30)

(30) [illegible]

[illegible]

(472 =[illegible]) [illegible]

[illegible] 47	[illegible] 46-36	[illegible] 35	[illegible]	[illegible]	[illegible]
			3.29	[illegible] 35	[illegible]
		*.24	3.06	[illegible] 46-36	
	.16	.08	3.22	[illegible] 47	

(α ≥ 0.05) [illegible] *

[illegible] (30) [illegible] "[illegible] 35" [illegible] (α ≥ 0.05) [illegible] "[illegible] 35" [illegible] "[illegible] 46-36" [illegible] (3.29) [illegible] "[illegible] 35" [illegible] (3.06) "[illegible] 46-36" [illegible]

.4 [illegible]:

(31) [illegible]

[illegible] (472 =[illegible])

[illegible]	[illegible]	[illegible]		[illegible]		[illegible]		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
.047	3.068	.87	3.45	.94	3.10	.85	3.19	[illegible]
.128	2.065	.88	3.26	.99	2.95	.88	2.99	[illegible]
.238	1.442	1.01	3.10	.96	2.84	1.04	2.85	[illegible]
.055	2.915		3.30		2.99		3.04	[illegible]

[illegible] (31) [illegible] (α ≥ [illegible] 0.05) [illegible]

:(32) [illegible]

(32) [illegible]

[illegible] (472 = [illegible]) [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	3.19			
	[illegible]	3.10	.09		
	[illegible]	3.45	.26	*.35	

* [illegible] (α ≥ 0.05)

[illegible] (32) [illegible] .(2006 [illegible]

.5 [illegible]:

(33) [illegible]

[illegible] (472 = [illegible]) [illegible]

[illegible]	5 [illegible]: [illegible]	5 [illegible]: [illegible]	10-6 [illegible]: [illegible]	10-6 [illegible]: [illegible]	15-11 [illegible]: [illegible]	15-11 [illegible]: [illegible]	16 [illegible]: [illegible]	16 [illegible]: [illegible]	[illegible]	[illegible]
[illegible]	3.26	1.04	3.04	.85	3.13	.83	3.54	.93	4.580	.004
[illegible]	3.07	1.02	2.89	.93	3.13	.97	3.08	.85	1.848	.138
[illegible]	2.86	1.07	2.80	.98	3.00	.87	3.03	.98	1.359	.255
[illegible]	3.10		2.93		3.10		3.24		2.701	.045

(α ≥ 0.05) Ƚ!Ǚβ!ƒ ăĂķƪǆ βǉƵ ȽōƑǤƮơǫ Ƚ!Ǚβ ƘƒƦ ƫĂƧƼ βĂƞĂ (33) ǄƿƧ ýĂβƞ!ƒ ǈǆ ǈōƕkō

Ƚùǆβƥ!ƒ ƘƒĂǉƪ Ƨōǅkǆ! ăƨƶķ ŎƽƱǤƶ!ƒ ǇǙĂ!ƒĂ ýǂǂ ŎƽōƲĂ!ƒ ǇǙĂ!ƒ ăĂķƪǆ! ǈōƛĂơƕǆ!ƒ Ƨōβǀķ Ŏƽ

ƫĂƧùƽ!ƒ ƴùƿƒĂǆ ǈǤùōƕ!Ă .βǤƶƕǛƒ ŎƿǤƕ Ŏƽ ǤōƑǤƮơǫ Ƚ!ƒβ ƫĂƧƼ ƧnjƲķ Ǆ! ǤǆǉōƕƲ ǕŎ!Ǥơ!ƒ ýǆƶ!ƒ Ŏƽ

ǈōƕǆ ĂNj Ǥǆǂ NJōƽƬ Ƚǀ̈ōƧƱƕ Ƚōβƶƕ!ƒ ƘǤǉƧǤǀǆ!ƒ Ǆƒβƥķƪƒ Ǆķ ȽōƕǤƪơ!ƒ ƘǤƱƪĂķǆ!ƒ ǈōƕ ǤōƑǤƮơǫ Ƚ!ƒβ!ƒ

:(34) ǄƿƧ ýĂβƞ!ƒ Ŏƽ

(34) !ƽβ üNjǫǁǁƐ

βĬƩĦĐǅǁ ƑƴǤȽ ĬƵĭƜNjǁƐ ƀǗNjǁƐ njNjȽƨĐǅǁ ĐǅĭƙNjƟǤĐǅǁƐ βĭǫƫȽ Ĭǅ hƕĭǫƴǤǁƐ ǀƑǆβƑƫĐǅǂǁ ǈĭƵƪ βƑǤȽƠǁƐ ƛƏƑȽǆ

(472 =Đǅ) ĬǁƑƟǁƐ üĐǅƴǁƐ Ĭǅ hƕĐǅǫƠǁƐ ǀƐNjǆƨ

βķǀĐǅ hƕǆƨ 16	hƕǆƨ 15-11	ǀƐNjǆƨ 10-6	üƽĐǅ ǀƐNjǆƨ 5	ƯƨNjĦĐǅǁƐ ĬǤƑƨƟǁƐ	Ĭǅ hƕĐǅǫƠǁƐ ǀƐNjǆƨ ĬǁƑƟǁƐ üĐǅƴǁƐ	βĬƩĦĐǅǁƐ
				3.26	üƽĐǅ ǀƐNjǆƨ 5	ĬƵƯƑƴǁƐ ƀǗNjǁƐ ǫƴǤ
			.22	3.04	ǀƐNjǆƨ 10-6	
		.08	.14	3.13	hƕǆƨ 15-11	
	.41	*.50	.28	3.54	βķǀĐǅ hƕǆƨ 16	
				3.10	üƽĐǅ ǀƐNjǆƨ 5	üǀǀ ƀǗNjǁƐ
			.17	2.93	ǀƐNjǆƨ 10-6	
		.17	.01	3.10	hƕǆƨ 15-11	
	.14	*.31	.14	3.24	βķǀĐǅ hƕǆƨ 16	

ăĂķùƪǆ! ǈōƛĂùơƕǆ!ƒ Ƨōβǀķ Ŏƽ ƫĂƧƽ!ƒ ƴƿƒĂǆ ǈǅ (34) ǄƿƧ ýĂβƞ!ƒ Ŏƽ ǀβƧƒĂ!ƒ ƘǤǉǤōƕ!ƒ ƧōƬķ

Ƚǉùƪ 16" ȽùƑƽĂ "ƘƒĂǉƪ 10-6" Ƚǆβƥ!ƒ ȽƑƽ ǈōƕ ƨǂƧķ ýǂǂ ŎƽōƲĂ!ƒ ǇǙĂ!ƒĂ ŎƽƱǤƶ!ƒ ǇǙĂ!ƒ

ƧƬƌǆ ƧƕƶōŎƽōƲĂ!ƒ Ƨǆƶ!ƒ ǈǅ ǁ!Ʀ ƧƪƽōĂ Ǖ"ƧƛǂƋ Ƚǉƪ 16" ȽƑƽ ƠǤƮ! ƫĂƧƽ!ƒ ƘǤƞĂ Ǖ"ƧƛǂƋ

Ŏùƽ NJùķǤōơ ǈǆ ƒǤƨƞ βƧƽ!ƒ ƧǤǆƛķƪǤƽ ǕNJǆƶƕ ƧƒƧǆķƪǙƒ Ŏƽ ƵƲĂǆ! ăβ! ȽƕƩƧ!ƒ βĂƞĂ! ŎƪōƑƧ

ǕNJù! ǀƧǤùƪƥ ȽùƕǤƛǆƕ ǈĂǂōƪ ƧǤǆƛķƪǙƒ ƒƦNj Ŏƽ NJǆƕƿ ǈǆ ýNjǤƪķ ĂǄ ƱōƧƽķ ĭǄ ǈǅ ŎǉƶōǕȽǆƲǉǆ!ƒ

ýǖùƥ ǤnjùƪƪǄ Ŏķ!ƒ ƘǤƿǖƶ!ƒĂ ýǆƶ!ƒ ǇǖǆƨβƧƽ!ƒ βǀƽōƪ ǈǤǂ ƒƦǫ ŎƽƱǤƶ!ƒ ǇǙĂ!ƒ βƶƕ Ŏƽ ȽƮǤƥ

ǈōùƕ ȽùƿǖƵ βĂùƞĂ ƴǆ ƫƽķō ȽōƜƧƽ!ƒ ýĂƕƿĂ ǕβƧƽ!ƒ ƒƦnj! ǤƜōǄ ǀƧǤƪƥ βƶķƽ ȽǆƲǉǆ!ƒ Ŏƽ NJǆǆƵ

ǕȽùƬƕǤƬƕ!ƒĂ ȽùƬơƒƧơ!ƒ) ȽƪƒƧβ Ŏƽ ǇǤƞ Ǥǆǂ ƧƛǂǛƒ Ƚǆβƥ!ƒ ƘƒĂǉƪ ƠǤƮ! ǄǤƵ ýǂƬƕ ǈōƧōǅkǆ!ƒ

ǇǙĂù!ƒ βùƶƕ Ŏùƽ5Ă ýùǂǂ ŎƽōƲĂ!ƒ ǇǙĂ!ƒ Ŏƽ ȽōƜƧƽ!ƒ ýĂƕƿ Ĭ!ǫ ƧōƬķ ȽƞōķǉƑ ǉƦNjĂ .(2006

.ĭƧǤōƶǆ!ƒĂ Ƨǆķƪǆ!ƒ ǇǙĂ!ƒ ĭβƶƕ Ŏƽ ǤnjƜƽƧĂ ǕŎƽƱǤƶ!ƒ

6. [illegible]:

(35) [illegible]

[illegible]

[illegible]

[illegible]	[illegible]	[illegible] 1000 [illegible]		1000 - 501 [illegible]		500 - 251 [illegible]		250 [illegible]		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
.191	1.589	.94	3.60	.83	3.13	.96	3.14	.76	3.20	[illegible]
.031	2.984	.92	3.29	.94	2.85	.97	3.00	.82	3.34	[illegible]
.000	6.467	.96	3.00	.93	2.85	.99	2.79	.95	3.58	[illegible]
.041	2.783		3.35		2.96		3.01		3.33	[illegible]

[illegible] (35) [illegible] (α ≥ 0.05) [illegible] :(36)

(36) [illegible]

[illegible] (472 =[illegible])

[illegible] 1000 [illegible]	1000-501[illegible]	500-251 [illegible]	250 [illegible]	[illegible]	[illegible]	[illegible]
				3.34	250 [illegible]	[illegible]
			.34	3.00	500-251 [illegible]	
		.15	*.49	2.85	1000-501 [illegible]	
	.44	.30	.04	3.29	1000 [illegible]	
				3.58	250 [illegible]	[illegible]
			*.78	2.79	500-251 [illegible]	
		.06	*.73	2.85	1000-501 [illegible]	
	.15	.21	.58	3.00	1000 [illegible]	
				3.33	250 [illegible]	[illegible]
			.32	3.01	500-251 [illegible]	
		.06	*.37	2.96	1000-501 [illegible]	
	.40	.34	.02	3.35	1000 [illegible]	

* [illegible] (**α** ≥ 0.05)

LJǒ ƛ Ăù ơ ƕdž!ƒ Ƨǒþù lk Ǒù5 ƾĂƧù5!ƒ ƴþƒĂdž LJD Ĭ!ǫ (36) DžpƧ ýĂþɳ!ƒ Ǒ5 lþƧƒĂ!ƒ ƘǴǉǴǒƕ!ƒ ƧǒTk

"LJĂþ Ǵdž5 ƧǴǉǒþ 250" ƔkƒƧ!ƒ ƚƑ5 LJǒƕ ƨǂƧkk Ƨdžkʅdž!ƒ ǄǗĂ!ƒ Ǒ5Ă ýǂǂ Ǒ5ǒƱĂ!ƒ ǄǗĂ!ƒ ăĂkʅdž!

ăƧƤD ƚǒơǴǉ LJdž Ü"LJĂþ Ǵdž5 ƧǴǉǒþ 250" ƚƑ5!ƒ Ơ!ǴƮ! ƾĂƧ5!ƒ ƘǄǴɳĂ Ü"ƧǴǉǒþ 1000-501" ƚƑ5Ă

ĭƧǴùǒƶdž!ƒ ǄǗĂù!ƒ ăĂkʅdž! LJǒ ƛ Ăơƕdž!ƒ Ƨǒþlk Ǒ5 ƾĂƧ5!ƒ ƴþƒĂdž LJD Ĭ!ǫ NǒƽT ƧǴƕkƤƒ ƝƑǴkǉ ƘƧǴTD

-501" Ă "ƧǴùǉǒþ 500-251" ǑùkƑ5 LJdž ýǂĂ ƚnjɳ LJdž "LJĂþ Ǵdž5 ƧǴǉǒþ 250" ƚƑ5!ƒ LJǒƕ ƨǂƧkk

ƧǒùTǒ Ǵùdždž ."LJĂþ Ǵdž5 ƧǴǉǒþ 250" ƚƑ5!ƒ Ơ!ǴƮ! ƾĂƧ5!ƒ ƘǄǴɳĂ ÜăƧƤD ƚnjɳ LJdž "ƧǴǉǒþ 1000

ýƤþù!ƒ ĭĂƦ LJD ƚlǒlơ ƴdž Ǵdžɳʅǉdž ǑkdǒƧdžǕƒĂ ǄǗĂ Ƨƛǂǖƒ DžNj ĬǉþǕƒ ƔkƒĂƧ!ƒ ƔǴơƮD LJD Ĭ!ǫ

Ƨdžkʅdž!ƒ ǄǗĂ!ƒ ƧTƋdž ƴ5kƧǒ Ǒ!Ǵk!ǴƕĂ Džnjƕʅǂ ƧþƮdžƕ ƱǴ5kơǗƒ ĬƜƵ ǴƮƧơ ƧƛǂD LJĂǉĂǂǒ þĂþơdž!ƒ

Ǒ5 ƚǒ ư Ƨ5!ƒ ýĂƕp Ĭ!ǫ ƧǒTk ƚɳǒkǉ!ƒ ǉƦNjĂ .ýǂǂ Ǒ5ǒƱĂ!ƒ ǄǗĂ!ƒ ăĂkʅdž ĬƜƵ Ʃǂƶǉǒ ǴdžƕĂ ÜDžnjǒþ!

.Ǒ5ƱǴƶ!ƒ ǄǗĂ!ƒ þƶƕ ǄǴǉĂkʅǴƕ þǴƶƕǕƒ ƴǒdžɳ Ǒ5Ă ýǂǂ Ǒ5ǒƱĂ!ƒ ǄǗĂ!ƒ

Ʃ ùơǒ Ǵdžþǉ Ƶ ƻ ƱĂdž!ƒ LJƋƕ ǉƧǒʅ5k LJǂdžǒ5 ÜǑ5ƱǴƶ!ƒ ǄǗĂ!ƒ þƶƕƕ ƾƜ ƶkǒ Ǵdžǒ5 ƚǒ ư Ƨ5!ƒ Ư5Ƨ ǴdžD

Ǵùdž ƒƦNjĂ NƜdžƵ LJdž NǒǉɳǑ ĭƦ!ƒ ĭþǴdž!ƒ þĂþƧdžƜ! ǴƛƧkǂdž þĂƶǒ Ǖ NǉƷ5 NƜdžƵ Ǒ5 Ǒ5ƱǴƶ!ƒ Ʃ ǴdžƷǉǗǴƕ

Ĭ ùƜƵ Ǒ5ƱǴùƶ!ƒ ǄǗĂù!ƒ ăĂkùʅdž! LJǒ ƛ Ăơƕdž!ƒ Ƨǒþlk Ǒ5 ǴǒƑǴƮơǫ ƚdžnjdž ƾĂƧ5 þĂɳĂ Džþ Ƶ ǉþǂƋǒ

DžǴùƵ ýǂùTƕ LJǒƧǒƷkdž!ƒ LJǒƕ ƚpǕƵ þĂɳĂ Džþ Ƶ ƴdž ƾ5kǒ ƚǒ ư Ƨ5!ƒ Ư5ƧĂ ÜDžnjƕkƒĂƧ ƘǴƑ5 ƻ ǕkƤƒ

.(1990 ÜǑǉǴƶdž!ƒ) ƚʅƒƧþ Ǒ5 ǄǴɳ Ǵdžǂ

:Ĭ ƻ ĭ ưNjƜ njNjƚƨ DžƜ.7

(37) !5þ üNjǫƜƜ

Ĭ ƻ ĭ ưNjƜ ƀǕNjƜ njNjƚƨ DžƜ DžĭkNjƟǴDžƜ þĭǫ5ƚƜ ăǫƑƟǕ DžĭƑǴƚƜ üĭǂƟƚNj ƕĭþƑĭƴDžƜ lƑƷƐþƟǴǕNj ƕĭǴƑƨƟƜ lƑưƨNjƚDžƜ

(472 =Dž) Ĭ ƻ ĭ ưNjƜ njNjƚƨ DžƜ þĭƩƚDžƜ ƑƴǴƚ

ƚ!Ǖþ!ƒ ƚǒƑǴƮơǕƒ	ƻ ƚdžǒp	ăƧƤD		ƻ ƧTǒ Ü ĭƦǒ5lk ƻ ƱĂdž LJǒƧƤǕƒ ĬƜƵ		ƚƕƶT Ʃ ǒƑƧ /DžǴʅp Ʃ ǒƑƧ		Ƨǒþdž þƶǴʅdž /Ƨǒþdž		þƶǴʅdž /DžǴƵ Ƨǒþdž /DžǴƵ LJǒdžD ƧǴTkʅdž /DžǴƵ LJǒdžD		Ƨǒƺkdž!ƒ
		ƻ ƒƧơǉǕƒ ĭƧǴǒƶdž!ƒ	Ʊʅ Ăkdž!ƒ ǑƕǴʅơ!ƒ	ƻ ƒƧơǉǕƒ ĭƧǴǒƶdž!ƒ	Ʊʅ Ăkdž!ƒ ǑƕǴʅơ!ƒ	ƻ ƒƧơǉǕƒ ĭƧǴǒƶdž!ƒ	Ʊʅ Ăkdž!ƒ ǑƕǴʅơ!ƒ	ƻ ƒƧơǉǕƒ ĭƧǴǒƶdž!ƒ	Ʊʅ Ăkdž!ƒ ǑƕǴʅơ!ƒ	ƻ ƒƧơǉǕƒ ĭƧǴǒƶdž!ƒ	Ʊʅ Ăkdž!ƒ ǑƕǴʅơ!ƒ	
.161	1.647	1.05	3.28	.92	3.08	.85	3.16	.85	3.24	1.10	3.53	ǄǗĂ!ƒ þƶƕ Ǒ5ƱǴƶ!ƒ
.034	2.620	.85	3.19	.97	2.86	.96	3.05	.86	3.16	1.00	3.28	ǄǗĂ!ƒ þƶƕ Ƨdžkʅdž!ƒ
.014	3.155	1.04	2.94	.99	2.71	.95	3.00	.84	3.08	1.11	3.12	ǄǗĂ!ƒ þƶƕ ĭƧǴǒƶdž!ƒ
.025	2.813		3.18		2.91		3.09		3.17		3.34	ýǂǂ ǄǗĂ!ƒ

(α ≥ 0.05) Ħ!Ůþ!ƒ ăĂǩƪdž βǉƵ ĦǒƑĞŢơǫ Ħ!Ůþ ƘƒƦ ƭĂƧ5 βĂƞĂ (37) ĎǁƧ ýĂþƞ!ƒ ǇĴdž ǇĴǒǀǩǒ

ýù‡‡ ǑƽǒƲĂù!ƒ ČŮĂ!ƒ Ǒ5 ǑƽǒƲĂ!ƒ ăĂǩƪdž!ƒ Ƨǒʓǩdž! ăƨżǩ ČŮĂ!ƒ ăĂǩƪdž! ǇĴǒƛĂơǀdž!ƒ Ƨǒþǀǩ Ǒ5

.ǑƽƱĞż!ƒ ČŮĂ!ƒ βżħ ČĜǉĂǩƪĜħ βĜżħŪƒ ɏǒdžƞ Ǒ5Ă

ýĂþùƞ!ƒ Ǒù5 ǇĴǒħdž ĂǋǰĞdž‡ ǋǒƽT Ħǀǒ ƧƱħ Ħǒþżħ!ƒ ƘĜǉƧĜǀdž!ƒ ĎƒþƤǩƪƒ Ďǩ ƭĂƧƽ!ƒ ǉƦǋ ɏþƒĂdž ǇĜǒħ!Ă

:(38) ĎǁƧ

(38) ǃƽþ üǋǫƜ
βĭƸĦĎǆ ƑɏĞĦ ǏƸĭƢǋǆ ƀŰǋǆ ǌǋĦƨĎǆ ĎǐǩǋƟĞĎǅ βĭǫƫĦ Ǐʓ ħǐǫɏĜǆ ǀƑǆβƑƭĎǄ ǇĭƸƪ βƑĜĦƜ ƛəƑĦdž
(472 =Ďž) ǏƸĭƢǋǆ ǌǋĦƨĎǆ

βĭƸĦĎǆ	ǏƸĭƢǋǆ ǌǋĦƨĎǆ	ƯƨǋĦĎǆ ǏĜƑƨƟǆ	βĭǫĎž /!ƑƳ ĎĭĎǅ ǫƳƑƨĎž/!ƑƳ ĎĭĎǅ βƑƪĦƨĎž/!ƑƳ	/βĭǫĎž ǫƳƑƨĎž βĭǫĎž	Ƨĭəþ /!ƨƽ Ƨĭəþ ħĜɏƪ	ƸƢǋĎž Ů ăƤĭƸĕĦ ƸþƪĬ ĂǂƳ Ďĭ βƜǑǇ	ǌǋþƜǅ
Ƨǖǩƪdž!ƒ ČŮĂ!ƒ βżħ	/ĎĭĞƵ ǈǰdžĐ βƵĞƪdž /ĎĭĞƵ Ƨǒþdž /ĎĭĞƵ ǈǰdžĐ ƧĜŢǩƪdž	3.28					
	Ƨǒþdž βƵĞƪdž /Ƨǒþdž	3.16	.12				
	ĦħżT ΣǒƑƧ /Ďƪp ΣǒƑƧ	3.05	.22	.10			
	ǈǰ ƧƤŮƒ Ĭǁ Ƶ ƸƧTǒ Ů ĭ ƦǒƽǇǩ ƸŮĂdž	2.86	*.42	*.30	.20		
	ăƧƤĐ	3.19	.08	.03	.14	.33	
ČŮĂ!ƒ βżħ ĭ ƧĜǒżdž!ƒ	/ĎĭĞƵ ǈǰdžĐ βƵĞƪdž /ĎĭĞƵ Ƨǒþdž /ĎĭĞƵ ǈǰdžĐ ƧĜŢǩƪdž	3.12					
	Ƨǒþdž βƵĞƪdž /Ƨǒþdž	3.08	.04				
	ĦħżT ΣǒƑƧ /Ďƪp ΣǒƑƧ	3.00	.12	.07			
	ǈǰ ƧƤŮƒ Ĭǁ Ƶ ƸƧTǒ Ů ĭ ƦǒƽǇǩ ƸŮĂdž	2.71	.41	*.37	*.29		
	ăƧƤĐ	2.94	.18	.13	.06	.23	
ý‡‡ ČŮĂ!ƒ	/ĎĭĞƵ ǈǰdžĐ βƵĞƪdž /ĎĭĞƵ Ƨǒþdž /ĎĭĞƵ ǈǰdžĐ ƧĜŢǩƪdž	3.34					
	Ƨǒþdž βƵĞƪdž /Ƨǒþdž	3.17	.17				
	ĦħżT ΣǒƑƧ /Ďƪp ΣǒƑƧ	3.09	.26	.09			
	ǈǰƧƤŮƒ Ĭǁ Ƶ ƸƧTǒ Ů ĭ ƦǒƽǇǩ ƸŮĂdž	2.91	*.43	*.26	.17		
	ăƧƤĐ	3.18	.17	.01	.09	.26	

(α ≥ 0.05) Ħ!Ůþ!ƒ ăĂǩƪdž βǉƵ Ħ!ƒþ *

ǇĴǒƛĂùơǀdž!ƒ Ƨǒþùǀǩ Ǒù5 ƭĂƧƽ!ƒ ɏþƒĂdž ǇĴĐ Ĭ!ǫ (38) ĎǁƧ ýĂþƞ!ƒ Ǒ5 ǀþƧƒĂ!ƒ ƘĜǉĜǒħ!ƒ ƧǒTǩ

ƸƧùTǒ Ů ĭ ƦǒƽǇǩ ƸŮĂdž" ăĂǩƪdž!ƒ ǇĴǒħ ƨ‡Ƨǩǩ Ƨǖǩƪdž!ƒ ČŮĂ!ƒĂ ý‡‡ ǑƽǒƲĂ!ƒ ČŮĂ!ƒ ăĂǩƪdž!

"Ă "ƧĜŢǩƪdž /ĎĭĞƵ ǈǰdžĐ βƵĞƪdž /ĎĭĞƵ Ƨǒþdž /ĎĭĞƵ ǈǰdžĐ" ǇĴǒǒĂǩƪdž!ƒ ǇĴdž ý‡Ă Ħǌǰƞ ǇĴdž "ǈǰƧƤŮƒ Ĭǁƶ

ƨǒþdž /DžǴƵ ǈǒdžǅ" ǈǒǒǍǩʅdž!ƒ ǈdž ý‡ Ơ!ǴƮ! ƭǍƨ5!ƒ ƘǤǴηǍ Üăƨƿǅ Ɨnjη ǈdž "ƨǒþdž þƵǴʅdž /ƨǒþdž

Ǒ5 ƭǍƨ5!ƒ Ƙƨ‡ƨǩ þl5 ƨƿƈ ƔǉǴη ǈdž ."ƨǒþdž þƵǴʅdž /ƨǒþdž "Ǎ "ƨǴƬǩʅdž /DžǴƵ ǈǒdžǅ þƵǴʅdž /DžǴƵ

"ǈǒƨùƿǗƒ ǏǃƵ ƻƨƬǒ Ǘ ǐƦǒ5ǉǩ ƻƲǍdž"ăǍǩʅdž!ƒ ǈǒƕ ǐƨǴǒƶdž!ƒ ǤǕǍ!ƒ ăǍǩʅdž! ǈǒƛǍơƕdž!ƒ ƨǒþlǩ

Üăƨƿǅ Ɨnjη ǈdž "ƗƕƶƬ ƩǒƑƨ /Džʅp ƩǒƑƨ" Ǎ "ƨǒþdž þƵǴʅdž /ƨǒþdž" ǈǒǒǍǩʅdž!ƒ ǈdž ý‡Ǎ Ɨnjη ǈdž

Ü"ƗƕƶùƬ ƩǒùƑƨ /Džʅp ƩǒƑƨ" Ǎ "ƨǒþdž þƵǴʅdž /ƨǒþdž" ǈǒǒǍǩʅdž!ƒ ǈdž ý‡ Ơ!ǴƮ! ƭǍƨ5!ƒ ƘǤǴηǍ

ƘǴùƑ5!ƒ Ơ!ǴƮ! ǋƑǴǩǉ!ƒ ǉƦǋ Ǒ5 ǤǴηǍ ƻƒƨƬǗƒ ƭǴƱǉ ƨǒƺǩǒ Ǒ5ǒƲǍ!ƒ ăǍǩʅdž!ƒ ƨǒƺǩƕ ǊǉǅƲơǖǒǍ

ǤǕǍù!ƒ ǈùdž ƴ5ǩƨdž ăǍǩʅdž ƒǍƨnjƲǅ ƚǒơ ǴǒƶǃƵ!ƒ ƗǒƨƒþǗƒ ƔƮǴǉdž!ƒ ƔǴơƮǅ ǈdž Ǵ5ƒƨƬƍ ǏǃƵǕƒ

Ɨùǒ5ǒƲǍ!ƒ ƔƮǴǉdž!ƒ ǈƵ ǅnjǴưƨǍ DžnjƶpƒǍdžƕ Džnj‡ʅdžǩ Ǐ!ƍ ƨǒƬǒ ƒƦǋǍ ǐƨǴǒƶdž!ƒ ǤǕǍ!ƒǍ ƨdžǩʅdž!ƒ

ýù‡‡ Ǒ5ǒƲǍù!ƒ ǤǕǍ!ƒ ăǍǩʅdž ǏǃƵ Ǵưǒǅ Ʃ‡ƶǉǒ ǴdžƕDžnjǒǃƵ ǊƕþǍƶǩ ǐƦ!ƒ ýƿþ!ƒǍ ǴǋǍǃǃơ Ǒǩ!ƒ

Ươ5ƨ ǴùdžǅƲ .(2010 ÜƨǍùdžơ Ǎƕǅ) Ɨʅƒƨþ Ǒ5 ƗηǒǉǤ!ƒ ƴdž ƭ5ǩǩ ǋƑǴǩǉ!ƒ ǉƦǋǍ ÜǈǒƛǍơƕdž!ƒ ăþ!

ƨƱǒùʅǒ ǴdžþùǉƶƸ ǉǴùηǩǗƒ Ʃ5ǉ ǋǒ5 ǈǍ5ƲǍdž!ƒ ƨnjƲǒ5 ÜǑ5ƱǴƶ!ƒ ǤǕǍ!ƒ þƶƕƕ ƭǃƶǩǒ ǴdžǒƸ Ɨǒ Ươƨ5!ƒ

Ɨù!Ǘþ!ƒ Ƙƒǉ ƭǍƨù5ǃ! þǍùηǍ ǁǴǉnj þǍƶǒ Ǘ ǋǉǊ5 þƨ5!ƒ ýdžƵ Ǒ5 Ǒ5ƱǴƶ!ƒ ƩǴdžƺǉǗǴƕ ƩǴʅơǕƒ

.ƗǒƲǒƲǍ!ƒ DžnjǩǴǒǍǩʅdž ƻǖǩƿƒ ǏǃƵ Ǒ5ƱǴƶ!ƒ ǤǕǍ!ƒ ăǍǩʅdž! ǈǒƛǍơƕdž!ƒ ƨǒþlǩ Ǒ5 ƗǒƑǴƮơǕƒ

þùƶƕ ǤǴǉƛǩʅǴƕ ÜþǴƶƕǕƒ ƴǒdžη ǑƼǍ ý‡‡ ǑƲǒƲǍ!ƒ ǤǕǍ!ƒ Ǒ5 Ɨǒ Ươƨ5!ƒ ýǍƕp Ǐ!ƍ ƨǒƬǩ ƗηǒǉǤ!ƒ ǉƦǋǍ

.ǑƲƱǴƶ!ƒ ǤǕǍ!ƒ

[illegible] .8

[illegible] (39) [illegible]

[illegible] (472 =[illegible]) [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
2.76	2.71	2.69	2.86	[illegible]	[illegible]
.80	.97	1.00	.79	[illegible]	
3.04	2.96	3.05	3.06	[illegible]	[illegible]
.76	.83	.93	.76	[illegible]	
2.76	2.46	2.68	3.00	[illegible]	[illegible]
.89	1.06	1.00	1.02	[illegible]	
2.94	2.68	2.80	3.23	[illegible]	[illegible]
.77	.93	.89	1.04	[illegible]	
3.47	3.30	3.47	3.55	[illegible]	[illegible]
.70	.87	.87	.80	[illegible]	
2.91	2.77	2.82	3.07	[illegible]	[illegible]
.85	.92	.95	.92	[illegible]	
3.22	3.03	3.17	3.37	[illegible]	[illegible]
.71	.98	.77	.85	[illegible]	
3.22	2.95	3.20	3.38	[illegible]	[illegible]
.82	1.07	.92	.97	[illegible]	
3.03	2.99	3.07	3.00	[illegible]	[illegible]
.82	.93	.96	.83	[illegible]	
3.02	2.90	3.04	3.06	[illegible]	[illegible]
.93	1.08	1.01	.97	[illegible]	
3.03	2.87	2.99	3.16	[illegible]	
3.720	2.909	3.625	2.831	[illegible]	
.000	.002	.000	.003	[illegible]	

($\alpha \geq 0.05$) [illegible] (39) [illegible]

[illegible]

[illegible]

:(40) [illegible]

(40) [illegible]

[illegible]

(472 =[illegible]) [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
										2.86	[illegible]	[illegible]
									.20	3.06	[illegible]	
								.07	.14	3.00	[illegible]	
							.23	.17	.37	3.23	[illegible]	
						.32	.55	.49	*.69	3.55	[illegible]	
					.48	.16	.07	.01	.21	3.07	[illegible]	
				.30	.18	.14	.37	.31	.51	3.37	[illegible]	
			.01	.31	.17	.15	.38	.32	.52	3.38	[illegible]	
		.38	.37	.07	.55	.23	.00	.06	.14	3.00	[illegible]	
	.06	.32	.31	.01	.49	.17	.07	.00	.20	3.06	[illegible]	
										2.69	[illegible]	[illegible]
									.35	3.05	[illegible]	
								.37	.01	2.68	[illegible]	
							.12	.25	.10	2.80	[illegible]	
						.67	*.78	.42	*.77	3.47	[illegible]	
					.65	.02	.14	.23	.13	2.82	[illegible]	
				.35	.30	.37	.48	.12	.47	3.17	[illegible]	
			.04	.38	.27	.40	.52	.15	.51	3.20	[illegible]	
		.13	.10	.25	.40	.27	.39	.02	.37	3.07	[illegible]	
	.03	.16	.13	.22	.43	.24	.36	.01	.34	3.04	[illegible]	
										2.71	[illegible]	[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
									.25	2.96	[illegible]	
								.50	.25	2.46	[illegible]	
							.21	.28	.03	2.68	[illegible]	
						.63	*.84	.34	.59	3.30	[illegible]	
					.53	.10	.31	.18	.06	2.77	[illegible]	
				.25	.28	.35	.56	.07	.32	3.03	[illegible]	
			.08	.17	.36	.27	.48	.01	.24	2.95	[illegible]	
		.04	.04	.22	.31	.31	.53	.03	.28	2.99	[illegible]	
	.09	.05	.13	.13	.40	.22	.44	.06	.19	2.90	[illegible]	
										2.76	[illegible]	[illegible]
									.28	3.04	[illegible]	
								.28	.00	2.76	[illegible]	
							.18	.10	.18	2.94	[illegible]	
						.53	*.71	.43	*.71	3.47	[illegible]	
					.56	.03	.15	.13	.15	2.91	[illegible]	
				.31	.25	.28	.46	.18	.46	3.22	[illegible]	
			.00	.31	.25	.28	.46	.18	.46	3.22	[illegible]	
		.19	.19	.12	.44	.09	.27	.01	.27	3.03	[illegible]	
	.01	.20	.20	.11	.45	.08	.26	.02	.26	3.02	[illegible]	

(α ≥ 0.05) [illegible] *

[illegible] (40) [illegible]

"Ŏ!Ăþ!ƒ ǇĂĜƶƙ!ƒĂ ƱŏƱƤƙ!ƒ" ƖƧƒƨĂ ǇŏƜ ƘƨǂƧƙ ýǂǂ ŎƽŏƲĂ!ƒ ĈŮĂ!ƒ Ŏ5Ă ƧdžƙƮdž!ƒ ĈŮĂ!ƒ þƶƜ Ŏ5
ÜăƧùƤƊ Ɨùnjŋ Ǉdž "ƗŏǀþƶDž!ƒ ƖĂƧƛ!ƒĂ ƗƥĜƱ!ƒ" Ă "ƖƧĜŋƙ!ƒĂ ƗƵĜǀƮ!ƒ" ŎƙƧƒƨĂ Ǉdž ýǂĂ ÜƗnjŋ Ǉdž
ĈŮĂù!ƒ þùƶƜ Ŏù5 ƽĂƧƽ!ƒ ƴþƒĂdž ĜdžƊ ."Ŏ!Ăþ!ƒ ǇĂĜƶƙ!ƒĂ ƱŏƱƤƙ!ƒ" ƖƧƒƨĂ Ơ!ĜƮ! ƽĂƧƽ!ƒ ƘĈĜŋĂ
Ü"Ɨùŏǀþƶdž!ƒ ƖĂƧùƛ!ƒĂ ƗùƥĜƱ!ƒ" Ă "Ŏ!Ăþ!ƒ ǇĂĜƶƙ!ƒĂ ƱŏƱƤƙ!ƒ" ŎƙƧƒƨĂ ǇŏƜ ƘƨǂƧƙ þǀ5 ĭƧĜŏƶdž!ƒ
."Ŏ!Ăþ!ƒ ǇĂĜƶƙ!ƒĂ ƱŏƱƤƙ!ƒ" ƖƧƒƨĂ Ơ!ĜƮ! ƽĂƧƽ!ƒ ƘĈĜŋĂ

Ɨùŋŏƙǀ!ƒ ǀƦNj ƻƙƤƙĂ ÜǀþĜƶƜƊ ƴŏdžŋƜ ŎƽŏƲĂ!ƒ ĈŮĂ!ƒ Ŏ5 Ɨŏưƽ!ƒ ýĂƜƥ Ĭ!ǫ ƧŏƬƙ Ɨŋŏƙǀ!ƒ ǀƦNjĂ
Ŏù5 ÜƧùŏƺƙdž!ƒ ƒƦnj! ăƨƶƙ ƽĂƧ5 þĂŋĂ ƊþƵ Ǉdž (2010 ÜƧĂdžơ ĂƜƊ) ƗƮƒƧþ ƝŏǀǫƘƊƮĂƙ Ĝdž ƴdž
ƽĂƧ5 þĂŋĂ Ĭ!ǫ ƝƙƮƒƧþ ƝƑĜƙǀ ƘƊƮĂƙ Ɨŏơ (1990 ÜŎǀĜƶdž!ƒ) ƗƮƒƧþ Ŏ5 Ĉŋ Ĝdž ƴdž ƽ5ƙƙ Ǉŏơ
Ĝùdž! Ɨùŋŏƙǀ!ƒ ĂƨùƵ Ǉǂdžŏ Ă Üýdžƶ!ƒ Ɨnjŋ! ăƨƶƙ ŎƽŏƲĂ!ƒ ĈŮĂ!ƒ ăĂƙƮdž Ŏ5 ƗŏƑĜƮơǫ Ɨ!Ůþ ƘƒƦ
Ŏ!Ăþù!ƒ ǇĂĜùƶƙ!ƒĂ ƱŏƱƤƙ!ƒ ƖƧƒƨĂ Ŏ5 ƖþƑĜƮ!ƒ ƗŏdžŏƲǀƙ!ƒ Ɨ5ĜƛƒĂ ƍǀĜǀdž!ƒ ƘĜŏƜĜŋŏǫ Ǉdž ƝŏǫƧŏƬƙ
ŎƽŏƲĂù!ƒ ĂùdžǀƊ! ƒ Ƨù5!ƒ ƗùơĜƙǫĂ ƗùŏƽŏƲĂ ƘƒƨĜŏƙdžĜƜ ƖƧƒƨĂ!ƒ ǀƦNj Ŏ5 ǇĂƊdžĜƶ!ƒ ĬƲơŏ Ɨŏơ
Ŏù5 ƲơĂù! Ĝùdžǂ ÜƖƧĂǂƦdž!ƒ ƘƒƧƒƨĂ!ƒ ƴdž ƘǀƧĂƥ Ĝdž ƒƦǫ ĜNjƧŏƹ Ǉdž ƧƛǂƊ ƗŏŋƧĜƤ!ƒ ƘĜƥŭƶ!ƒĂ
ƗǀŏƵ Ǉdžư Ǉŏ5ƲĂdž!ƒ Ǉdž ĜŏƊ ǇƊ ăƧƤÜƒ ƗƛĂơƜdž!ƒ ƘƒƧƒƨĂ!ƒ ƻŭƤƜĂ ƟĂƙ5dž!ƒ ýƒƌƮ!ƒ ƘĜơƒƧƙƥƒ
ƘĜƥŭƶ!ƒ ƻƶư ĂƊ ýdžƶ!ƒ ƍǀĜǀdž ƘĜŏƜǀƮ Ǉdž ĭƊ ǇƵ Ɨŏþơǀ! ƝƙĜơƒƧƙƥƒ Ŏ5 ƽƧƱƙŏ Ɗ! ƖƧƒƨĂ!ƒ ǀƦNj
.ƘƉ5Ĝǂdž!ƒĂ ƨ5ƒĂơ!ƒ ƊĜƲǀ ĂƊ ƖƧƒþŮƒ ýdžĜƶƙ Ɨ!ƒþƵ ƊþƵ ĂƊ ƖþĜŏ!ƒ Ɨŏƨǂƨdž Ă ƱŏƜĂƙ ĂƊ ƗŏƵĜdžƙŋŮƒ
njNjƗø ƨƊǁ (α ≤ 0.05) ƜøǁŰǫǁƐ njNjƗƨƊ ǫdžY ƜĭƋƑƬƟƌ ƜǁŰǫ NjƤ þƙĉ ǫǀǁNjĭ :Ɯ ƨƊƑǫǁƐ ƜĭƮþǂǁƐ
.ƜĭdžǫþŮƐ ƖƐþƐƦNjǁƐ ƦǀƐþƊ Ĭƺ ƊĭƗƊƑƴǁƐ njǫǁ ĬƻĭưNjǁƐ ƅŰNjǁƐ njNjƗƨƊ ĂǂY ĬƊĭưƊƗǁƐ ƱƐþƬǁƐ
(Multiple þþùƶƙdž!ƒ ƧƒþùơǀŮƒ ýùŏǁơƙ ƧĜùƜƙƤƒ ƊƒþƤƙùƮƒ Ɗƙ Ɨŏưƽ!ƒ ǀƦNj ƗơƮ Ǉdž ƽǀơƙǁ!
ăþù! ŎƽŏƲĂ!ƒ ĈŮĂ!ƒ ăĂƙƮdž ĬǁƵ ŎdžŏƲǀƙ!ƒ YƒƧƮ!ƒ ăĂƙƮdž ƧŏƛƊƙ ăþdž þŏþơƙ! Regression)
: ǁ !Ʀ ƠưĂŏ (41) ƊƥƧ ýĂþŋ!ƒĂ ÜƗŏǀþƧŰƒ ƘƒƧƒƨĂ!ƒ ƨǂƒƧdž Ŏ5 ǇŏǁdžĜƶ!ƒ

(41) !5þ üNjǫǁǁƐ

ĬDžĭưǉǁƐ ƠƐþTǁƐ lƒĭNjłƨDž þƙŬ (Multiple Regression) ǫǫƴłDžǁƐ þƐǫƟǉŰƐ üĭłƟł ƛƏƒłǉ =Dž) hĭǉǫþŬƐ lƐþƐƦNjǁƐ ƦlƐþDž Ĭʒ DžĭłDžƒƴǁƐ njǫǁ ĬƨĭưNjǁƐ ƀŰNjǁƐ njNjłƨDž Ĭʒ hƴDžłǁDžNj ƴǫþƨǉDž (472

hĭƏƒTƟŰƐ hǁŰǫǁƐ	(l) hDžĭ5	Beta	üsłƨDžǁƐ þĭƩłDžǁƐ ǫƒƴǴ
*.000	-1.835	-.151	NƖ5lj þƧ5!ƒ ăĂƙƖǉ ĬǁƵ YƒƧƬ!ƒ
*.000	-2.880	-.198	þƒƧ5Ǖƒ LJŏh YƒƧƬ!ƒ
*.000	-2.753	-.176	ƘǴƵǴǉƞ!ƒ LJŏh YƒƧƬ!ƒ
*.000	-3.670	-.286	ýłł ŎǉŏƱljƙ!ƒ YƒƧƬ!ƒ

(α ≥ 0.05) ł!Ǚþ!ƒ ăĂƙƖǉ þljƵ ǴŏƒǴƬơƍ ł!ƒþ *

łùŏơǴlj!ƒ LJǉ DžnjǉƧƛD N! łƶǉƙƞǉ NƙǴŏĂƙƖǉh ŎǉŏƱljƙ!ƒ YƒƧƬ!ƒ LJD (41) DžpƧ ýĂþƞ!ƒ LJǉ LJŏhƙŏ

Ƙùʓǁh łŏơ łŏljþƧǕƒ ƘƒƧƒƨĂ!ƒ ƨłƒƧǉ Ŏ5 LJŏǁǉǴƶ!ƒ ăþ! Ŏ5ŏƱĂ!ƒ ǛĂ!ƒ ăĂƙƖǉ ĬǁƵ łŏƒǴƬơǗƒ

ĬùǁƵ ýþŏ ǴǉǉlƧǴTǗƒ łh!ǴƖĂ lƧŏhł łǉŏp ŎNjĂ Ü(0,00) łŏƒǴƬơƍ ł!Ǚþ hĂ (3.670) (K) łǉŏp

Ǵùǉł ÜljþǴùƶhǉh Ŏ5ŏƱĂù!ƒ ǛĂ!ƒ ăĂƙƖǉ ĬǁƵ ýłł ŎǉŏƱljƙ!ƒ YƒƧƬǁ! ŎƖłƵĂ ĭĂp ƧŏƛǉƙþĂƞĂ

Ǵùnjƶŏǉƞ ŎǉŏƱljƙ!ƒ YƒƧƬ!ƒ ƘǴŏĂƙƖǉ LJD ýĂþƞ!ƒ Σ5lj Ŏ5 lþƧƒĂ!ƒ łŏƒǴƬơǗƒ ƝƒǴƙlj!ƒ LJǉ ƠưƙŏĂ

" :Ŏ!Ǵùƙ!Ǵł ƒƧŏƛǉùƙ ýpǕƒ Ĭ!ƍ ƧƛłǕƒ LJǉ łhƙƧǉ ŎƙǉƙĂ Ŏ5ŏƱĂ!ƒ ǛĂ!ƒ ăĂƙƖǉ Ŏ5 DžnjǉƧŏƛǉƙ ƘƒƦ

"NùƖ5lj þƧ5!ƒ ăĂƙƖǉ ĬǁƵ YƒƧƬ!ƒ" ƒƧŏƤDĂ "ƘǴƵǴǉƞ!ƒ LJŏh YƒƧƬ!ƒ" Nŏǁŏ "þƒƧ5Ǖƒ LJŏh YƒƧƬ!ƒ

Ƙùʓǁh Ʀƍ ÜŎ5ŏƱĂù!ƒ ǛĂù!ƒ ăĂƙùƖǉ ĬǁƵ LJŏǴhƙǉĂ DžnjǉƧŏƛǉƙ ƘƒƦ ǴnjljD (K) Džŏp LJǉ ƠưƙŏĂ

.(0,00) ł!Ǚþ!ƒ ăĂƙƖǉ þljƵ ǴŏƒǴƬơƍ ł!ƒþ Džŏp ŎNjĂ ÜŎ!ƒĂƙ!ƒ ĬǁƵ (1,835 Ü2,753 Ü2,880)

Ƨùŏʓƙǉ!ƒ Ŏ5 (ŎǉŏƱljƙ!ƒ YƒƧƬ!ƒ) ýlƙƖǉ!ƒ Ƨŏʓƙǉ!ƒ þǴƶhD LJǉ ýł ljƧƖ5ŏ ĭƦ!ƒ LJŏǴhƙ!ƒ ăþǉ þŏþơƙ!Ă

(Stepwise Regression)ŎƞŏƧþùƙ!ƒ ƧƒþùơljǕƒ ýŏǁơƙ DžƒþƤƙƖƒ Džƙ þl5 (Ŏ5ŏƱĂ!ƒ ǛĂ!ƒ) ƴhǴƙ!ƒ

:(42) DžpƧ ýĂþƞ!ƒ ƠưĂŏ Ǵǉł

(42) [illegible]

[illegible] (Stepwise Regression) [illegible]

=[illegible]) [illegible]

(472

[illegible]	[illegible]	[illegible] (R- square)	[illegible] (R)	[illegible]
*.000	.177	.177	.421	[illegible]
*.000	.133	.310	.468	[illegible]
*.000	.081	.391	.625	[illegible]
*.000	_	.391	.625	[illegible]

(α ≥ 0.01) [illegible] *

[illegible] (R) [illegible] (42) [illegible] (R-square) [illegible] (62.5%) [illegible] (39.1%) [illegible] (.391) [illegible] .(0,00) [illegible] (42) [illegible] "[illegible]" [illegible] (.177) [illegible] (42.1%) [illegible] (R) [illegible] (17.7%) [illegible] "[illegible]" [illegible] .(0,00) [illegible] (46.8%) [illegible] (R) [illegible] "[illegible]" [illegible] (.310) [illegible] (31.0%) [illegible] "[illegible]" [illegible] "[illegible]" [illegible] (0,00) [illegible] (13.3%) [illegible] "[illegible] .(0,00) [illegible]

[illegible]

[illegible] (62.5%) [illegible] (R) [illegible]

[illegible] (.391) [illegible]

[illegible] (39.1%) [illegible]

[illegible] (0,00) [illegible]

[illegible] (8.1%) [illegible]

[illegible] .(0,00) [illegible]

[illegible]

[illegible] (α ≤ 0.05) [illegible]

[illegible]

[illegible] 3-4

[illegible] (43) [illegible]

[illegible]

(43) !5þ üNjǫƜǁƐ

þƑkŎƐ üĭǂƪǂǁ hŭĭþNjþƮǁƐ lƐbƐþƜŪƐ DžƳ DžĭķNjƟĜDžǁƐ lƑƟƐþǂ5Ɛ ƦþĜŬ hŭĭNjƋDžǁƐ ƒƨdžǁƐNj lƐþƐþlǂǁƐ

(472 =Dž) ƑĭǁƦƑdžǂ hŭĜǂþDž Ĭ2ĭưNjǁƐ ƀŰNjǁƐ njNjǂƨDž ĂǂƳ ĬDžĭưdžǂǁƐ ƱƐþƬǂǁ hŭĭĜǂƨǁƐ

(%) ǂŏĂƑdž!ƒ ƔƖǉ!ƒ	ƨƒƨǂķ!ƒ	ƳƒƧƮǁ! ǂŏhǁƖ!ƒ ƧĜĂŬƒ ýŏǁķ! ǂŏƧĂƧư!ƒ ƘƒĜƒƧƞŰƒ ǇƵ ǇŏλĂƠhdž!ƒ ƘĜƠƒƧkpƒ ŎƼŏƱĂ!ƒ ĈŰĂ!ƒ ăĂķƖdž ĬǁƵ ŎdžŏƱǉķ!ƒ	hŭĜǂþǁƐ
20,1	40	.ĜnjŏǁƵ ýĂƮƠ!ƒ ýŏnjƖkĂ ýdžƶ!ƒ ĈƒþŪ ǂŏ5Ĝǂ!ƒ ƘĜdžĂǁƶdž!ƒ Ƨŏ5Ăķ	1
18,6	37	ǇĜdžư! ǇŏƼƱĂdž!ƒ ĬǁƵ ƘĜhĂǀƶ!ƒ DžĜƱǉ ƪŏhƱķ ĬǁƵ ǂŏƞƧĜƤ ǂhĜpƧ þĂƞĂ .NJķNjƒƨǉĂ NJķ!ƒþƵ	2
13,6	25	Džŏŏǀķ!ƒ ƪŏhƱķ ýλdž üƘƒƨĜŏkdžŰƒĂ ƘĐ5Ĝǂdž!ƒ ƴŏƨĂķ! ƻƮǉdžĂ ƪŏþþ DžĜƱǉ þĂƞĂ .ǂŏhĂƖƠdž!ƒ ǇƵ ƒþŏƶh ǂǁķƖdž ǂƑŏNj ýhþ ǇDž ƻƱĂdž!ƒ ĈƒþŪ ĭĂǉƖ!ƒ	3
10,6	21	.ƔƖĜǉdž!ƒ ǇĜǂdž!ƒ Ŏ5 ƔƖĜǉdž!ƒ ýƞƧ!ƒ ƧĜŏķƤƒ	4
9,5	19	ǂƑŏh Ŏ5 ƘĜƖĜŏƖ!ƒ DžƖƧĂ ƨƒƧǀ!ƒ ƴǉƮ ǂŏǁdžƵ Ŏ5 ǇŏƼƱĂdž!ƒ ƜĜdžþƍĂ ǂŏƨǂƧdžŭ!ƒ .ýdžƶ!ƒ	5
7,1	14	.lƧƒƨĂ!ƒ Ŏ5 DžƖp ýǂ! ǂŏ5Ĝǂ!ƒ ǂŏþĜdž!ƒ þƧƒĂdž!ƒ Ƨŏ5Ăķ	6
4,5	9	.lþƠƒĂ!ƒ lƧƑƒþ!ƒ ŎƼƱĂdž ǇŏhǂŏƵĜdžķƞŰƒ ƘĜpŭƶ!ƒĂ ǂpƒþƮ!ƒ ƧƮƒĂĐ ǂŏĂǀķ	7
4,5	9	.þƵĜǀķ!ƒ ĬǁƵ ǂ!ĜƠŰƒ þƶh ƘĜǉĜdžư!ƒĂ ŎƼŏƱĂ!ƒ ǇdžŪƒ ǇDž þŏƨdž Ƨŏ5Ăķ	7
3,5	7	ƴdž ǂpƒþƮ!ƒ ƘĜpŭƶh ĜnjƖ!ƒþhķƖƒĂ ƘƒƧƒþŰƒ ýhp ǇDž ǂŏǁǁƬ!ƒ lƧNjĜƱ ǂhƧĜƠdž .ƴŏdžƞ!ƒ	8
2,5	5	ǂǀǁƶkdž!ƒ DžĜnjdžǁ! ƪŏþþ ƻƮĂ ƴưĂĂ ƻƑĜƱĂǁ! ŎǁǂŏnjƖ!ƒ DžĜƱǉ!ƒ Ŏ5 ƧƱǉ!ƒ lþĜƵƍ .ŎƼŏƱĂ ĬdžƖdž ýǂh	9
2,0	4	.ǂŏƞnjǉdžŭ!ƒ ǂƱƬǉŰƒ ýŭƤ ǇDž þƠƒĂ!ƒ ƪŏƧƼ!ƒ ƟĂƧh ýdžƶ!ƒ ƨŏƨƶķ	10
2,0	4	Džƒƨķ!ƒĂ ǇŏƖĂƋƧdž!ƒĂ ĈĜƖƋƧ!ƒ ǇŏhƧ ýþĜhķdž!ƒ DžƒƧkƠŰĜǂ ýdžĜƶķ!ƒ ƘĜŏhþĐ ƨŏƨƶķ .ǂƼŏƱĂ!ƒ ƘĜŏpŭƤĐ ǂdžĂƱǉdž ƪŏhƱķh lƧƒþŰƒ	10
1,5	3	.ýdžƶ!ƒ ƘĜhǁƱķdžĂ ƔƖĜǉķķ! DžnjķƒƧĜnjdž ǂŏdžǉķĂ ƧdžķƖdž!ƒ ǇŏƼƱĂdž!ƒ ƔŏƧþķ	11
100	199	ƘƒƧƒƧǂķ!ƒ ƳĂdžƞdž	
199/472 = 42,16%		ýŏǁƠķǁ! ǂǁhĜǀ!ƒ ƘĜǉĜhķƖŰƒ ƳĂdžƞdž Ĭ!ƍ ƘĜƠƒƧkpƒ ǂǉdžưkdž!ƒ ƘĜǉĜhķƖŰƒ ǂhƖǉ	

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

:ɦƨƐƥơǁƐ ƛəƑǂƋ ƫ ƢǂƉ 4-4

ǋùŏ!ǫ ƘǁùƮĂƙ Ǵùǆ ǄǋǇ ƒ ŏƤǁƙ Ǉǂǆŏ ǊǇƎ5 ÜƗʅƒƧƥ!ƒ ƗǁƑʅǄĂ ƘǴŏ ưƧ5 ƗƬƥǴǇǆĂ ýŏǁơƙ ǏǁƵ ǅǴǇƕ
:ƗŏƙŬƒ ƝƑǴƙǇ!Ǵƕ

ÜƗùŏǇƥƧǕƒ ƘƒƧƒƨĂ!ƒ ƨǂƒƧǆ Ŏ5 ǇŏǁǆǴƶ!ƒ ăƥ! ýǂǂ ŎǆŏƱǇƙ!ƒ ƳƒƧƮǁ! ƷʅĂƙǆ ăĂƙʅǆ ǁǴǇǋ -1
Ŏù5 ƘǅǴùƞ Ǵùǆǂ ƗƷʅĂƙǆ ƗƞƧƥ Ǉŏƕ ƘơĂƒƧƙ ƥƿ ŎǆŏƱǇƙ!ƒ ƳƒƧƮ!ƒ ƥǴƶƕǄ ƘǴŏĂƙʅǆ ǇǄ ǇŏƕƙĂ
Ă " ƘǴùƵǴǆƞ!ƒ Ǉŏƕ ƳƒƧƮ!ƒ" Ŏ5 ƘǅǴƞ Ǵǆǂ ƗƶƨƙƧǆ ƗƞƧƥĂ Ü"ǋʅǇƨ ƥƧƨ!ƒ ăĂƙʅǆ ǏǁƵ ƳƒƧƮ!ƒ"
."ƥƒƧ5Ǖƒ Ǉŏƕ ƳƒƧƮ!ƒ"

ÜƗùŏǇƥƧǕƒ ƘƒƧƒƨĂ!ƒ ƨǂƒƧǆ Ŏ5 ǇŏǁǆǴƶ!ƒ ăƥ! ýǂǂ ŎƨŏƱĂ!ƒ ǅǕĂ!ƒ Ǉǆ ƷʅĂƙǆ ăĂƙʅǆ ǁǴǇǋ -1
ǅǕĂù!ƒ ƥùƶƕ ǅǴùƞĂ ƗƷʅĂƙǆ ƗƞƧƥƕ ǁ!Ɽǂ ƘǅǴƞ ŎƨŏƱĂ!ƒ ǅǕĂ!ƒ ƥǴƶƕǄ ɣŏǆƞ ǇǄ ƥǂǆƙ Ǵǆǂ
ǅǕĂ!ƒ ƥƶƕ ǅǴƞ ǴǆǇŏƕ ÜƧǆƙʅǆ!ƒ ǅǕĂ!ƒ ƥƶƕ ƗŏǇǴĂ!ƒ ƗƕƙƧǆ!ƒ Ŏ5 ǇǖƙÜĬ!ĂǕƒ ƗƕƙƧǆ!ƒ Ŏ5 ŎƨƷǴƶ!ƒ
.ǈƧŏƤǕƒ ƗƕƙƧǆ!ƒ Ŏ5 ĭƧǴŏƶǆ!ƒ

ǇŏƛĂơƕǆ!ƒ ƧŏƥǀƙŎ5 (α ≤ 0.05) Ɨ!Ǔƥ!ƒ ăĂƙʅǆ ƥǇƵ ƗŏƑǴƮơǫ Ɨ!Ǔƥ ƘƒⱤ ƽĂƧ5 ƥĂƞĂ ǄƥƵ -2
ƘƒƧŏƺƙǆǁ! ăƨƶƙ ƗŏǇƥƧǕƒ ƘƒƧƒƨĂ!ƒ ƨǂƒƧǆ Ŏ5 ǇŏǁǆǴƶ!ƒ Ǉŏƕ ýǂǂ ŎǆŏƱǇƙ!ƒ ƳƒƧƮ!ƒ ăĂƙʅǆ!
ƥĂùƞĂ Ǉŏƕƙ Ǉŏơ Ŏ5 Ü(ŎƨŏƱĂ!ƒ ăĂƙʅǆ!ƒ ÜĭƧǌƬ!ƒ ƔƙƒƧ!ƒ ÜΣǇƞ!ƒ) :ƗŏƨƱĂ!ƒĂ Ɨŏ5ƒƧƺǆŏƥ!ƒ
ăƨùƶƙ ǇŏƛĂùơƕǆ!ƒ ƧŏƥùǀƙŎ5 (α ≤ 0.05) Ɨ!Ǔƥ!ƒ ăĂƙʅǆ ƥǇƵ ƗŏƑǴƮơǫ Ɨ!Ǔƥ ƘƒⱤ ƽĂƧ5
.(ýǆƶ!ƒ ǇǴǂǆ ÜƗǆƥƤ!ƒ ƘƒĂǇʅ ÜŎǆǁƶ!ƒ ýǋƋǆ!ƒ ÜƧǆƶ!ƒ ÜƗŏƵǴǆƙƞǕƒ Ɨ!Ǵơ!ƒ) :ƘƒƧŏƺƙǆ!

ǇŏƛĂơƕǆ!ƒ ƧŏƥǀƙŎ5 (α ≤ 0.05) Ɨ!Ǔƥ!ƒ ăĂƙʅǆ ƥǇƵ ƗŏƑǴƮơǫ Ɨ!Ǔƥ ƘƒⱤ ƽĂƧ5 ƥĂƞĂ ǄƥƵ -3
ƘƒƧùŏƺƙǆǁ! ăƨƶƙ ƗŏǇƥƧǕƒ ƘƒƧƒƨĂ!ƒ ƨǂƒƧǆ Ŏ5 ǇŏǁǆǴƶ!ƒ Ǉŏƕ ýǂǂ ŎƨŏƱĂ!ƒ ǅǕĂ!ƒ ăĂƙʅǆ!
ǇŏùƕƙǇŏơ Ŏ5 Ü(Ŏǆǁƶ!ƒ ýǋƋǆ!ƒ ÜƧǆƶ!ƒ ÜƗŏƵǴǆƙƞǕƒ Ɨ!Ǵơ!ƒ ÜΣǇƞ!ƒ) :ƗŏƨƱĂ!ƒĂ Ɨŏ5ƒƧƺǆŏƥ!ƒ
ǇŏƛĂùơƕǆ!ƒ ƧŏƥùǀƙŎ5 (α ≤ 0.05) Ɨ!Ǔƥ!ƒ ăĂƙʅǆ ƥǇƵ ƗŏƑǴƮơǫ Ɨ!Ǔƥ ƘƒⱤ ƽĂƧ5 ƥĂƞĂ
.(ýǆƶ!ƒ ǇǴǂǆ ÜŎƨŏƱĂ!ƒ ăĂƙʅǆ!ƒ ÜĭƧǌƬ!ƒ ƔƙƒƧ!ƒ ÜƗǆƥƤ!ƒ ƘƒĂǇʅ) :ƘƒƧŏƺƙǆ! ăƨƶƙ

(α ≤ 0.05) Ɨù!Ǔƥ!ƒ ăĂƙʅǆ ƥǇƵ ƗŏƑǴƮơǫ Ɨ!Ǔƥ ĂⱤ Ŏƕǁʅ Ă ĭĂƿ ƧƛǄ ƥĂƞĂ ƗʅƒƧƥ!ƒ Ƙƥǂǅ -4
ƘƒƧƒƨĂ!ƒ ƨǂƒƧǆ Ŏ5 ǇŏǁǆǴƶ!ƒ ăƥ! ǇƥǴƶƕǄ ɣŏǆƞƕ ŎƨŏƱĂ!ƒ ǅǕĂ!ƒ ǇŏƕĂ ŎǆŏƱǇƙ!ƒ ƳƒƧƮ!ƒ Ǉŏƕ
(%39,1) ǋùƙǆŏƿ Ǵǆ ƧʅƨŏŎǆŏƱǇƙ!ƒ ƳƒƧƮ!ƒ ăĂƙʅǆ ǇǄ Ɨŏơ ÜǄǋƧƱǇ ƗǌƞĂ Ǉǆ ƗŏǇƥƧǕƒ
.(0,00) Ɨ!Ǔƥ!ƒ ăĂƙʅǆ ƥǇƵ ŎƨŏƱĂ!ƒ ǅǕĂ!ƒ Ŏ5 ýƮǴơ!ƒ ǇŏǴƕƙ!ƒ Ǉǆ

Ǉùǆ (%17,7) ǋƙƕʅǇ Ǵǆ ƧʅƨŏƥƒƧ5Ǖƒ Ǉŏƕ ƳƒƧƮ!ƒ ăĂƙʅǆ" ƥƶƕ ǇǄ ƗʅƒƧƥ!ƒ ƝƑǴƙǇ ƘƧǌƱǄ -5
ƧùʅƨŏĭⱤ!ƒ "ƘǴƵǴǆƞ!ƒ Ǉŏƕ ƳƒƧƮ!ƒ ăĂƙʅǆ" ƥƶƕ ǋŏǁŏ ǄƛÜŎƨŏƱĂ!ƒ ǅǕĂ!ƒ Ŏ5 ýƮǴơ!ƒ ǇŏǴƕƙ!ƒ
ǈƧùŏƤǕƒ ƗùƕƙƧǆ!ƒ Ŏù5 "ǋʅǇƨ ƥƧƨ!ƒ ăĂƙʅǆ ǏǁƵ ƳƒƧƮ!ƒ" ƥƶƕ ŎƙǆŏĂ Ü(%13,3) ǋƙƕʅǇ Ǵǆ
Ɨù!Ǔƥ!ƒ ăĂƙùʅǆ ƥùǇƵ ŎƨŏƱĂù!ƒ ǅǕĂ!ƒ Ŏ5 ýƮǴơ!ƒ ǇŏǴƕƙ!ƒ Ǉǆ (%8,1) ǋƙƕʅǇ Ǵǆ ƧʅƨŏĂ
.(0,00)

5-4 [illegible]

- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]

[illegible]

- [illegible]
- [illegible]
- [illegible]

ƼƟǘDžǁƐǋ ƲǙƐƥDžǁƐ !ǝƐǋƽ

:ƕǏǤƥƴǁƐ ƲǙƐƥDžǁƐ

ƒǋƚƐƥǏǫøDžǋ ƕøǏDžǋǀƟǁƐ Ƨ ƥƐǫøDžǁƐ ǎƥǏǫDž pƐƥǫǭ ƕǙƥǫ" .(1991) .ǇǰơƧ!ƒ ƥƕƵ ýǰǵ Ü ǐ Ƨǂƕ!ƒ
ƚùƶǰǤƞ ÜǀƧǍùƬǆǰ Ƨǒƹ ƧǒƘƪƞǤǰ ƚ!ǤƪƧ Ü"ǏDžǐưǰƚǁƐ !ǋǝǗǋǤ pǁƤ ƥƙǋ !ǋǁ ƕDžǫƽDžǁƐ ƦƺƐǋƟǂǁ
.ǇƥƧǕƒ Üǁ ǍǰƧǒ!ƒ

ƚǒǁǰƵ ƚ ƒƥơǫ Ǒƽ ǤǋƧǍƥǍ ǑǰǒƲǇƘ!ƒ ƳƒƧƮ!ƒ ǀƧƒƥǫ ƘǤǒƞǒƘƒƧƘƪƒ" .(1998) .ƥǒƪ!ƒ ýƥǤƵ Ü ǐ ƥǇƞ!ƒ
ƚùƶǰǤƞ ÜƾƧƬ!ƒ ǄƒƧǋƨ ƚƕƘǂǰ ÜƕǏǤƥƚǁƐ ƕǐǂǀ ƕǂǙǇDž Ü"ǑƪƧƥǰ!ƒ ǇǤƲǇ!ƒ ýƤƒƥ ƧǒǒƺƘ!ƒǍ ƧǒǍƱƘ!ƒ
.208 ƒ Ü22 (2) ÜƚǒƕƧƶ!ƒ ƧƮǰ ƚǒƧǍǋǰƞ ÜƩǰƬ ǇǒƵ

ƒ ÜƥùǰǤơ!ƒ ƚùƕƘǂǰǍ Ƨƒƥ :ǇǤǰƵ ÜǏ!ǍǕƒ ƚƶƕƱ!ƒ Ü"ǏDžǐưǰƚǁƐ pǋǂƨǁƐ" .(2000) .ǑpǍƬ ÜƥƒǍƞ
.271 _267 ƒ

ƴƥƐƦǋ Ǐøƹ ǍƯøƨǋǁƐ ǀƐǫƑǐƽǁƐ ǌǫǁ ǏDžǐưǰƚǁƐ ƅǗǋǁƐ ƲƽƐǋ" .(2002) .ƥǰơǰ Ǉƕ ǰ!Ǥƪ Ü ǐ Ƨƞơ!ƒ
ǛƕǏDžǐưǰƚǁƐ üDžƐǋƴǁƐǋ ƕǐƬǫƪǁƐ ƫ ǝƑƬǫǁƐ ƒ ƴǤǤ ǇƚƽǘƳǋ DžƑDžƳ ƕǰƯǂƨǤ !ǐǂƴƚǁƐǋ ƕǏǤƥƚǁƐ
.ǇǤǰƵ ÜƩ ǍƕǤp ǇǤƱǁƪ!ƒ ƚƶǰǤƞ ÜǀƧǍƬǆǰ Ƨǒƹ ƧǒƘƪƞǤǰ ƚ!ǤƪƧ

ǎƥ! ǑǰǒƲǇƘ!ƒ ǰƒƨƘ!Ǖƒ ǏǁƵ ƥǇǖǁǂǰ ƘǤƞǤơ ƧǮǵ" .(2006) .ƧǰǤƪ ÜǋƬƕǤƬƕ!ƒǍ ƥǰơǰ ÜǋƬơƒƧơ!ƒ
ƕøƚƟǤǁƐ !ǋøǂƴǂǁ ƕƽƥƑƪǁƐ ƕƴDžƑǙ ƕǂǙǇDž Ü"ǁ Ƨǂ!ƒ ƚƲƽǤơǰ Ǒƽ ƚǒǰǍǂơ!ƒ ǀƨǋƞǕƒ Ǒƽ ǇǒǁǰǤƶ!ƒ
.54-11 ƒ ƒ Ü3 (2) ÜƕǐƽǏǤƯƚǁƐǋ

ƚùƕƘǂǰǍ Ƨƒƥ :ǇǤùǰƵ ÜǏ!ǍǕƒ ƚƶƕƱ!ƒ Û"Ǐǂǀ ƥǋǐưǰDž : ǀƑDžưǰDžǁƐ ƴƥƐǫǭ" .(2003) .ǇǒƪƠ ÜǰǒƧơ
.647-246 ƒ ƒ ÜƥǰǤơ!ƒ

Ü"üƑøDžƳǓƐ ǀƑDžưǰDž Ǐƺ ǀƑƳƑDžǙǁƐǋ ǫƐƥƺǓƐ pǋǂƨ :ǏDžǐưǰƚǁƐ pǋǂƨǁƐ" .(2004) .ǇǒƪƠ ÜǰǒƧơ
.182-181 ƒ ƒ ÜƥǰǤơ!ƒ ƚƕƘǂǰǍ Ƨƒƥ :ǇǤǰƵ

[illegible] .(2010) [illegible]

[illegible] .(1993) [illegible] .67-30 [illegible]

[illegible] .(2008) [illegible]

[illegible] .(2010) [illegible]

[illegible] .(1967) [illegible] .190-183 [illegible]

[illegible] .(1988) [illegible]

[illegible] .(2001) [illegible]

[illegible] .(1995) [illegible] 34 [illegible] .554- 525 [illegible]

[illegible] .(1991) [illegible] .278 [illegible]

DžĭĭDžĭǫƑø|ŬƐǋ DžĭøĭþƐǫǕƐ ǌǫǫø‖ ǏøDžĭưǆŦ‖Ɛ ƅŰǋ‖Ɛ Ʊɜǋ" .(2008) .LJĠdžöǁƪ ƘLjƅ ǏǁŏǃƱŎǁdžT!ƒ
ŬlƧǍùTǉdž ƧùǒƸ ƧǒƙƪɳĠdž Ŧ!ĠƪƧ Ŭ"DžƑDžƳ ƅdžƱŧƨ Ǐʒ ƅĭʂĭĠƱŦ‖Ɛ !ǋŧy‖Ɛ lƑĭŧ| Ǐʒ DžĭǫdžƑƨDž‖Ɛ
.LJþƧǕƒ Ŭ‖ ǍdžƧǒ!ƒ Ŧƶdžĝɳ
ƅøưʒƑΘDž Ǐøʒ ƅĭǋdžƑƙ‖Ɛ Ƨ þƐǫDž‖Ɛ Ǐʒ ƅĭƨþǫDž‖Ɛ ɣþƐǫǕƐ Ʊɜǋ" .(2007) .þǒĠƵ ƻǁƤ ŬLJĠɳƶƱ!ƒ
ŦùơǍƧƱ Ŭ"!ǋ‖ ǏDžĭưǆŦ‖Ɛ ƅŰǋ‖ƑĠ ƿ‖Ƥ ƅɜǘYǋ lƐþĭǫDž‖Ɛǋ DžĭþĭǫDž‖Ɛ þưdž ƅǋǕǕǋ DžDž Ƽþƻ Dž‖Ɛ
.LJþƧǕƒ Ŭ‖ ǍdžƧǒ!ƒ Ŧƶdžĝɳ ŬlƧǍTǉdž Ƨǒʒ ǉƒƧǍƙŧþ
ŬŦǒƶdžĝɳ!ƒ ŦƼƧƶdž!ƒ Ƨƒþ :ŦǒƧþǉŧƪǗƒ Ŭ"lƑDžưǆDž‖Ɛ Ǐʒ ǏdžƑƨdžǕƐ ƿǋŧƨ‖Ɛ" Ŭ(1990) .þdžơ ŬƧǍTĝƵ
.268 ƒ
ƅøǋǕǕǋ DžDž DžǫþŬƐ Ǐʒ ƅĭDžǋ|Θ‖Ɛ lƑyDžƑǕ‖Ɛ Ǐʒ ƱƐþT‖Ɛ ɣþƐǫd ƒĭ‖Ƒƨƈ" .(1996) .þǒƶƪ ŬŦǉƅĠƅƵ
.LJþƧǕƒ Ŭ‖ ǍdžƧǒ!ƒ Ŧƶdžĝɳ ŬlƧǍTǉdž Ƨǒʒ ƧǒƙƪɳĠdž Ŧ!ĠƪƧ Ŭ" Ƨĭþǫŧ‖Ɛ ƅǝĭǉ ƄƑƮYƈ þưdž
ƅĭΘøƨDž ƅøƨƐþǫ: ƑøǋyDž üøDžƑyŦ‖Ɛ ƒĭ‖Ƒƨƈǋ ƅĭDžĭưǆŦ‖Ɛ lƑYƐþT‖Ɛ" .(2006) .ʂƧĠƱ ŬŎƅǒƙƶ!ƒ
ƧùǒƸ Ƨǒƙùƪɳĝdž Ŧ!ĝùƪƧ Ŭ" ƒ Ƒĭþ‖Ɛ ƅdžĭǫDžĠ lƐȒƐǋǕŧ‖ ƅDžƑy‖Ɛ ƅĭþĭǫDž‖Ɛ ƱƑĠƮ þưdž lƑǋǕǕǋ‖
.57 _39_37_36 ƒ ŬƲĠǒƧ!ƒ ŬŦǒǉdžǕƒ DžǍǁƶǁ! ŦǒƅƧƶ!ƒ ƻǒĠǉ Ŧƶdžĝɳ ŬlƧǍTǉdž
Ŧùƶdžĝɳ ǑƅǍƪǉdž! ǑdžǒƱǉƙ!ƒ ĈǛǍ!ƒ" .(1997) .Ÿƒ ƲǍƵ ʂǁƱdž ŬƱƒǍƪ!ƒǍ þdžơdž þǍƶƪ ŬŎƅǒƙƶ!ƒ
lƧƒþŰƒ þùǌƶdž Ŭăþ ƐǫǕƐ ƅŧǕDž Ŭ"Džǌǒþ! ĈǛǍ!ƒ ăǍƙƪdž Ǒƻ lƧƛdž!ƒ ýdžƒǍƶ!ƒǍ ƨǒƨƶ!ƒ þƅƵ ‖ǁdž!ƒ
.67-51-13 ƒ Ŭ(70) þþƶ!ƒ ŬLJĠdžƵ ŬŦdžĝƶ!ƒ
Ŧù!ƒþƶ!Ĝƅ LJǒǁdžĝƶ!ƒ ƩĠƪơƍǍ ǑdžǒƱǉƙ!ƒ ĈǛǍ!ƒ LJǒƅ ŦƿǚƶȘƒ ýǒǁơƙ" .(1998) .ɣǒƅT þTƒƧ ŬŎdžɳƶ!ƒ
.97-71 ƒ ƒ Ŭ(72) þþƶ!ƒ ŬLJĠdžƵ ŬŦdžĝƶ!ƒ lƧƒþŰƒ þǌƶdž Ûăþ ƐǫǕƐ ƅŧǕDž Ŭ"ŦǒdžǒƱǉƙ!ƒ
ŬŦdžĝƶ!ƒ lƧƒþŰƒ þǌƶdž :ƲĠǒƧ!ƒ Ŭ"ǏDžĭưǆŦ‖Ɛǋ ǏdžƑƨdžǕƐ ƿǋŧƨ‖Ɛ" .(1995) .þdžơdž ƧƮĠǉ ŬŎǁǒþƶ!ƒ
.282 ƒ
:Ŧùǒdžǒ Ʊǉƙ!ƒǍ Ŧǒù ƮƤT!ƒ ýùdžƒǍƶ!Ĝƅ ǊƙƿǚƵǍ ǑdžǒƱǉƙ!ƒ ĈǛǍ!ƒ" .(1995) .þdžơdž ǑǁƵ ŬŦǁǒĠưƶ!ƒ
Ŭ lƑøƨƐþǫ‖Ɛǋ ƘǋøΘĠŧ‖ ƅŦDDž ƅŧǕDž Ŭ"LJǒǒǉþƧǕƒ ƒ ĠƤ!ƒǍ DžĠƶ!ƒ LJǒƵĠƱǁ!ƒ LJǒƅ ŦǉƧĠǁdž ŦƪƒƧþ
.32-13 ƒ ƒ Ŭ10 (6)

Ďøƺ ĎDžĭưǘŧǁǀ ƀŰŊǁǀ Ďƺ ƑǉƥƙNj ƑNJŧƽűY: ƕĭDžĭưǘŧǁǀ ƕǁǀƍƴǁǀ" .(2011) .DžöNjƒƧƕƍ ƽĂƧĜ5 ÜƔƧŧƶ!ƒ
ƧőƙùƪƞĜǆ Ŧ!Ĝùƪƨ Ü"DžĭŧDžƑƴǁǀ ƃưǆ ƕNJǊNj DžDž ƑĭƃNjƨ Ďƺ ƒŧΘ ƕưƺƑΘDž Ďƺ ƛĭƨǆǁǀ ǀƑ!ƃƪ
.ǇƃƧŰƒ Ü‖ ĂǆƧö!ƒ ŧƶǆĜƞ ÜǀƧĂTǉǆ Ƨőƺ
ǀƑøƨƨDžǁǀ Ďøƺ ĎøDžĭưǘŧǁǀ ƀŰŊǁǀ ĂŧY ƔƃƙDžǁǀ ƕĭŧƍƐƴǁǀ üDžƐNjƴǁǀ" .(2009) .ýƒĂǉ ÜƽűƵ Ăƕ
.Ǉǆŏ!ƒ ÜǇƃƵ ŧƶǆĜƞ ÜǀƧĂTǉǆ Ƨőƺ ƧőƙƪƞĜǆ Ŧ!Ĝƪƨ Ü"ƕĭǆDžĭǁǀ ƕĭDžNj|Θǁǀ
Ƨƒƃ Ü(4) ŧùƶƕƱ!ƒ Ü"üƑøDžYŰǀ ǀƑDžưǘDž Ďƺ ăƃƐƴŰǀ ƥNjŧƨǁǀ" .(2008) .ǇĜǆǅƪ ƃĂǆơǆ ÜǇĜöǆƶ!ƒ
.283 _381 _375 _366 ƒ ÜƧTǉǅ! ýƑƒĂ
ĭƧőƃùǆ ăƃù! YƒƧùƬ!ƒ ǀƧƒƃƍ Ɣö!Ĝƪƕ NjƙƥűƵĂ ŎǉnjǆǇ!ƒ ƽ5ƒĂƙ!ƒ" .(2009) .Ăƪőƪƕ ÜŎ!Ĝƺ ĂƕD
-419 ƒ ƒ Ü7 (2) ÜƕĭDžűøƨŰǀ ƕøƴDžƑǊǁǀ ƕøŧǊDž Ü"ǀƨƺ ŦƱ5Ĝơǆ Ŏ5 ŦöĂǉĜƛ!ƒ ΣƧƒƃǆ!ƒ
.464
Ü"ƕøĭƨĭưNjǁǀNj ƕøĭDžưǘDžǁǀ ǀƐƃĭƷŦDžǁǀ ƒ ƔĜĜ ǇŧƽűYNj ĎDžĭưǘŧǁǀ ƀŰŊǁǀ" .(2005) .ăĂƧD ÜYƧĜ5
.ǇǆŏƏ!ƒ ÜĈĜƶǉƬ ŧƶǆĜƞ ÜǀƧĂTǉǆ Ƨőƺ ƧőƙƪƞĜǆ Ŧ!Ĝƪƨ
DžĭĭNjĜƃŧǁǀ Džĭƺƃƪ Džǁǀ njƍǁ ĎDžĭưǘŧǁǀ !ƐȐŧǁŰƑĜ ǇŧƽűYNj ĎƨĭưNjǁǀ ƑƬƃǁǀ" .(2009) .ΣĜǉöƍ ÜǇĜƕǆǅ5
Ƨùőƺ ƧőƙƪƞĜǆ Ŧ!Ĝƪƨ Ü"ƕDžƃ|Džǁǀ ƕ|Dž ƕǆĭƍDžĜ !ĭŧƴŧǁǀNj ƕĭĜƃŧǁǀ ƔƃƐƍǆĜ ǀƑĭNjĜƃŧǁǀ ǀƑƺƃƪDžǁǀNj
.ŧöƃĂƶƪ!ƒ ÜăƧ!!ƒ DžD ŧƶǆĜƞ ÜǀƧĂTǉǆ
Ďøƺ DžNjƃĭƍøDžǁǀ ƑøǉƐƃĭ ƑøDž| DžĭŧDžƑƴǁǀ DžĭĜ ƕĭDžĭưǘŧǁǀ ǀƑYƐȐǆǁǀ" .(1991) .ƃ!ĜP ĈĜƞƧ ÜƯĜ5
.ǇƃƧŰƒ ÜŧöǉƃƧŰƒ ŧƶǆĜƞ!ƒ ÜǀƧĂTǉǆ Ƨőƺ ƧőƙƪƞĜǆ Ŧ!Ĝƪƨ Ü"DžƍƃŬǀ Ďƺ ǀƐƃƐȐNjǁǀ
ƒĭǁƑøƨŬ DžĭøƨNjDƃDžǁǀ ƀƐƃŎ ƕĭYűƯŧƨǀ ƕƨƐƃƍ :ƱƐƃTǁǀ ƔƃƐƍǆ" .(1996) .ƻƱĜƵ ÜǇĜƵƧ!!ƒ
Ďøƺ ƕøĭDžNj|Θǁǀ ƃǝǀNjƍǁǀ Ďƺ ƕĭĜƑǊĭŰǀ ƑNJǊǝƑŧǆNj !NĭƃĭƍDž üĜƽ DžDž ƕDžƍƐŧƨDžǁǀ ƱƐƃTǁǀ Ɣƃƀƍǆ
.ǇƃƧŰƒ Ü‖ ĂǆƧö!ƒ ŧƶǆĜƞ ÜǀƧĂTǉǆ Ƨőƺ ƧőƙƪƞĜǆ Ŧ!Ĝƪƨ Û"DžƍƃŬǀ üƑDžƪ ǀƑưƺƑΘDž
ăƍƃøƻǁǀ ĎǆƑøƨǆŰǀ ƥNjŧøƨǁǀ ƕøƨƐƃƍ :ĎøDžĭưǘŧǁǀ ƥNjŧƨǁǀ" .(2009) .DžƪĜƥ ƃǆơǆ ÜŎƙĂöƧ!!ƒ
.197 ƒ ÜƧTǉǅ! ýƑƒĂ Ƨƒƃ :ǇĜǆƵ Ü(5) ŦƶƕƱ!ƒ Û"üƑDžYŰǀ ǀƑDžưǘDž Ďƺ ĎYƑDžǊǁǀNj

[illegible] .(1999). [illegible]
[illegible]
.58 [illegible]

[illegible] .(2007). [illegible]
[illegible]
.[illegible]

[illegible] .(2003). [illegible]
.281 _272-267 [illegible]

[illegible] .(1999). [illegible]
.73-39 [illegible] (78) [illegible]

[illegible] .(2003). [illegible]
[illegible]
.181-164 [illegible] 1 (30)

[illegible] .(2005). [illegible]
[illegible]
.56-68-40 [illegible] 2 (1) [illegible]

[illegible] .(2000). [illegible]
(4) [illegible]
.225 [illegible] 24

[illegible] .(2006). [illegible]
www.bab.com/persons/101/show

NjøΘdž !NJƗƑøljƑШƗƐNj DžĩĩNjĜþƗƖƐ ƔơƑƪƖƐ ƔNjǮ þơƑƬDž DžĩĜ ƕǮǘƴƖƐ" .(2003) .NJƱ ĬǮƱƮdž ÜǑLjĜƕĂLj!ƒ

Ɨùƶdžĝƞ ÜlƧĂùƬLjdž ƧŏƩ ljƒƧĂƙǂþ Ɨ!ĜƪƧ Ü"DžơþǓƐ Ĭƺ ĬDžĩưdžƗƖƐ !NJDžƐȐƗƖƐNj ĬDžĩưdžƗƖƐ þĩĩƩƗƖƐ

.LJþƧǕƒ ÜĜŏǁƶ!ƒ ƘĜƪƒƧþǁ! ƗŏƕƧƶ!ƒ LJĜdžƵ

!NjǂƴǂƖ ƩĩƑdž ƕĭDžĭơƑǀƈ Ü"ĭþĂƶƪ!ƒ Ƨŏþdžǁ! ŎdžŏƱLjƙ!ƒ CǕĂ!ƒ" .(1998) .þdžơƊ LJdžơƧ!ƒ þƕƵ ÜLJĜƞŏnj!ƒ

.178 ƒ ÜƯĜŏƧ!ƒ ÛlƑƨƐþơƖƐNj

lƑøƴDžƑШƖƐ ƀƐơƈ ĂǂƳ ƕĭDžĭưdžƗƖƐ lƑƳƐþƬƖƐ üDžƐNjƳ þĭƙƉƗ njơDž" .(2007) .DžŏƧǂ!ƒ þƕƵ ÜǑƼƧƒĂ!ƒ

DžĂùǁƶ!ƒ Ɨùƶdžĝƞ ÜlƧĂƬLjdž ƧŏƩ Ɨŏƶdžĝƞ Ɨ!ĜƪƧ Ü"ƕĭDžĭơƑǀǓƐ lƐơƑĩƪƖƐ þưdž ƕNJШNj DžDž ƕĭdžDžĩƖƐ

.LJƒþĂƪ!ƒ ÜĜŏƞĂ!ĂLjǂƙ!ƒĂ

.79-72 ƒ ƒ ÜLJŏƪĜŏ þdžơƊ ƨǂƧdž :LJĜdžƵ Û"ƔþƐơǕƐ Ĭƺ lƑĩǮǘơǓƐ" .(1995) .þdžơdž ÜǑƩĜŏ

Džƒƨùƙ!ǕƒĂ ĭþĜŏl!ƒ ƔĂǁƪǕƒ LJŏƕ ƗƥǚƵ!ƒ" .(2007) .ŎơƕƮ LJĜdžŏƺ ÜlþĂƞ Ă Ɨdžǚƪ lþLjƧ ÜǑƼĜŏ!ƒ

ƘĜǂƧùƬ ăþùơƺ ŎùƼ ƗŏƼƒƧƷdžŏþ!ƒ ƘƒƧŏƷƙdž!ƒ ƯƶƕĂ ÜNJưĂdžƩĂ ƧĂþ!ƒ ƳƒƧƮĂ ŎdžŏƱLjƙ!ƒ

ÛƕøĭþƐơǕƐ !NjǂƴǂƖ ƕĭĜþƴƖƐ ƕǂШDžƖƐ Ü"ƗŏljƒþŏdžƗƪƒƧþ :ƗŏƕƧƶ!ƒ ƧƮdž ƗŏƧĂnjdžƞ ƎƼ DžĜƶ!ƒ ƳĜƱl!ƒ

.443-415 ƒ ƒ Ü3 (14) ÜƯĜŏƧ!ƒ ÜþĂƶƪ ǁdž!ƒ Ɨƶdžĝƞ

Baron, R. A. (1983). "Behavior in Organizations", Allyn and Banco Inc., Boston, p 403.

Bedeian, A. G. (1993)." Management", 3rd Ed., Harcourt Brace Jovanovich, New York, p 511.

Buchanan, Bruce. (1974). "Building Organizational Commitment: The Socialization of Managers in Work Organization", Administrative Science Quarterly, (19) 1, pp 533-546.

Brewer, N. et al. ,Gender Role. (2002). "Organizational Status and Conflict Management Styles", International Journal of Conflict Management, (13) 1, pp 18-94.

Celep, C. (2002). "Teachers Organizational Commitment in Educational Organizations", National Forum Journal. Retrieved on 15-July-2007 from source http://www.nationalforum.icom/17 Celep.htm.

De Dreu, Carsten K. W.; Van Dierendonck, Dirk; Dijkstra, Maria T. M. (2004). "Conflict at Work and Individual Well-being", International Journal of Conflict Management, (15) 1,ISSN:10444068, pp 6-26.

Donovan Mary Marcia. (1993). "Academic Deans and Conflict management: The Relationship between Perceived Styles and Effectiveness of Managing Conflict", (Doctoral Dissertation, Marquette University, Dissertation Abstracts International, (54) 4, p 1252.

Gautam, T. Dick, R. Wagner, U. Upadhyay, N. and Davis, A. (2004). "Organizational Citizenship Behavior and Organizational Commitment in Nepal", paper presented to Aston Business School Research. Aston University, Birmingham.

Giebels, Ellen and Janssen, Onne. (2005). "Conflict Stress and Reduced Well Being at Work: The Buffering Effect of Third- Party Help", Uribian Journal of Work and Organizational Psychology, (14) 2, pp 137-155.

Harrison, J. K. and Hubbard, R. (1998). "Antecedents to Organizational Commitment among Mexican Employees of a U.S. Firm in Mexico", The Journal of Social Psychology, 138, pp 609-623.

Hodge, Billy J. and Anthony, William P. (1988)."Organization Theory", 3rd Ed., Allyn and Bacon Inc., Boston, p 565.

Jones, D. Jones, L. and Prenzler, T. (2005). "Tertiary Education, Commitment and Turn over in Police work", Police Practice and Research, (6) 1, pp 49-63.

Kalleberg, Arne L. and Loncoln, James R. (1991). "Culture, Control, and Commitment: a study of Work Organizations and Work Attitudes in USA and Japan", Cambridge University Press.

Kantor, R. M. (1986), "Commitment and Social Organizations: a study of Commitment Mechanisms in Utopian Commitment", American Sociological Review, 33, pp 499-517.

Kidron, A. (1978)." Work Values and Organizational Commitment", Academy of Management Journal, Vol. 21.

Kinicki, Angelo and Kreitner, Robert (2001). "Organizational Behavior", 2nd Ed., Irwin/McGraw-Hill, Boston, 375_318.

Luthans, F. (1992). "Organization Behavior", 6th Ed., Singapore: McGraw-Hill, Inc., p 370-371.

Nyengane, M. (2005). "The Relationship between Leadership Style and Employee Commitment: an Exploratory Study in an Electricity Utility of South Africa", available at: http: //eprints. ru. ac. za/924/.

Olcum, M. (2004). "Conflict Management Styles: A comparative Study of University Academics and High School Teachers", The Journal of American Academy of Business, Cambridge.

O'Reilly, Charles A. and Chatman, Jennifer. (1986). "Organizational Commitment Psychological Attachment: The Effects of Compliance, Identification, and Internalization on Prosaically Behavior", Journal of Applied Psychology, Vol. 71, p 492.

Piderit, M. (2002). "The Effect of Principal Leadership on Teacher's Loyalty in Urban & Suburban Catholic Elementary Schools", Dissertation Abstracts International, 62112-A-P, p 4016.

Plowman, k. D. (2005). "Conflict Strategic Management and Public Relations", Public Relations Review, (31) 1, pp 131-138.

Pondy, L. (1980). "Organizational Conflict: Concepts and Models", Administrative Science Quarterly, (12) 2, p 111.

Rahim, Afzalur. (2002). "A model of Emotional Intelligence and Conflict Management Strategies: A study in Seven Countries", The International Journal of Organizational Analysis, (10) 4, p302-326.

Robbinns, Stephen. (1997)."Management Today", Upper Saddle River, New Jersey: Prentice-Hall Inc., p 487.

Romzek, B. (1989). "Personal Consequences of Employee Commitment" Academy of Management Journal, Vol. 32, p649-661.

Salanick and Feffer (1978). "A Social Information Processing Approach to Job Attitudes and Task Design", Administrative Science Quarterly, 23, pp 224-235.

Schermerhorn R. ,James H. and Richard O. (1991)."Managing Organization Behavior",3rd Ed., John Wiley and Sons,Inc.,p228_591.

Sheldon, M. (1971). "Investments and Involvements as Mechanisms Producing Commitment top the Organization", Administrative Science Quarterly, 16, pp 143-150.

Staw, B. M. and Salanick, G. R. (1977). "Commitment and Control of Organizational Behavior and Belief", New Directions Organizational Behavior, Chicago: St. Clair Press.

Steers, R. M. (1977). Antecedents and Outcomes of Organizational Commitment, "Administrative Science Quarterly", (22)1,p46-56_48.

Steers, R. M. (1991). "Organizational Behavior", 4th ed., Harper Publishers, Inc., New York, p 514.

Taylor, J. and John, M. (2001)."Leadership Style, School Climate, and the Institutional Commitment of Teachers", http:www.aiis.edu/academics/sgsinfor/institutional/connitment.html.

Turan, Salahddin. (1998). "A Study of Organization Climate and Organization Commitment in Human Organization", Dissertation Abstracts International, (52) 4, p 1038.

Wright, Patric M. and Noe, Raymond A. (1996). "Management 0f Organizations", Irwin/ McGraw-Hill, Chicago, pp 685_683.

(1) !ȝþ ƼƟǂǊǁǫ

!ǋǂƒƬƬơǂǌ ǊǓǊǁƟǊǁǫ ƌƑǊǍƈ

!ǋǂƒƬƬơǂ	ǊǓǊǁƟǊǁǫ ƌƑǊǍƈ
ǂǆǅƶ!ƒ ǀƧƒþǗƒ	ƧǒƮǉ ǊǒƶǉǄ .þ .ǅ
ýǅǆƵǕƒ ǀƧƒþǫ	þǒƬƧ!ƒ ýþǅƵ .þ .ǅ
ǂǆǅƶ!ƒ ǀƧƒþǗƒ	ƔǅǒƬ!ƒ þǆơǅ .þ .ǅ
ýǅǆƵǕƒ ǀƧƒþǫ	ǂǈƪƒƧǂ!ƒ ƟǅƙƼ!ƒ þǂƵ .þ
ǂǆǅƶ!ƒ ǀƧƒþǗƒ	ǑơǒƧƙƪǆ!ƒ ǑǅƵ .þ

(2) !ꞩƥ ƼѲǂDŽǁꜫ

ƕdžFǴł ƨŰꜫ

ƿNjDŽƥǐǁꜫ ƕyƊŽFƜ

ƕǐƥꜫƣŰꜫ !NjǂyǁꜫNj ƣFƬłꞩŰꜫ ƕǐǂǀ

ƕDŽFyǁꜫ Ɣƥꜫƣ Űꜫ !ƨꞩ

… ƕDŽƥłѲDŽǁꜫ ƕƻƣNjDŽǁꜫ Ǐłƣǀc /!ƥłѲDŽǁꜫ Ƹ ƣNjDŽǁꜫ Ǐƣǀc

Ǐ øDŽǐƣdžłǁꜫ Ʊꜫƥø Ƭǁꜫ njNjłƨDŽ" LJfĂLjƶƕ Ƨǒƙʅƞdž łơĂƧƱdž łLjǴƕkʅŰf ljȐNj ƾǁƶkk :ƣyǴNj ƕǴǐƯ ƕǐѲł

ǁ ù!ȐĂ "DžǐƻƣNjøDŽǁꜫ ƥøƣž ƕNJƜNj DžDŽ ƕǐdžƣƥŰꜫ lꜫƥꜫȐNjǁꜫ Ȑlꜫƥ DŽ Ǐʒ ǏƻǐƣNjǁꜫ ƄŰNjǁꜫ ĂǂƳ LJƥkcNj

łùƶdžǴƞ LJùdž łùdžǴƶ!f lƧfƥŰf f ùƮƤk Ǒꞩ Ƨǒƙʅƞdž!f łƞƧƥ ǏǁƵ ýĂƮơ!f ƙǴƕǁƱkdž! ŰǴdžǂkʅf

ǘùdžǁƵ łƿƥ!fĂ łǒƵĂƣĂdž!f Ǐ njkLjdžƕ łLjǴƕkʅŰf ljȐNj łǁFʅD ƴǒdžƞ LJƵ łƕǴƞŰǴƕ DžƧǂk!f ĂƞƧD Ŭǁ ĂdžƧǒ!f

ƙǴǒǴʒ!Ă łdžǴk łǒƧʅƕ ýdžǴƶkʅ łdžƥldž!f ƙǴLjǴƕ!f ƴǒdžƞ LJD ǏǁƵ ƥǂƋLj Ǵdžǂ ŬDžǂdžʅf Ƨǂ Ȑ! ǑƵfƥ Ŭ NJLjdžƕ

.Ʊlꞩ Ǒdžǁƶ!f łơƕ!f

ƸƥʅDŽǁꜫ

ƕdžNjFƬƣǁꜫ ƥꞩƬ Ƨǐdžc :ƥNjłlƣǁꜫ ƤFłƨŰꜫ

ƕǐƥꜫƣŰꜫ !NjǂyǁꜫNj ƣFƬłꞩŰꜫ ƕǐǂǀ

ƿNjDŽƥǐǁꜫ ƕyƊŽFƜ

ƕkѲFǴǁꜫ

ăNjFlǂDŽ DžǐƣǁꜫƄFNJǴ ƄFʒNj :ƕǴǁFƯǁꜫ

ƕǐƥꜫƣŰꜫ !NjǂyǁꜫNj ƣFƬłꞩŰꜫ ƕǐǂǀ

ƿNjDŽƥǐǁꜫ ƕyƊŽFƜ

hŭƨĭữǸǁƐǸ hŭ̆ŤƆĺʅǁƐ ƖƐþĭƸŧƊžǁƐ :üǸŰƐ ƀŖШƐ

ǁƙ!Ɠơ Ĭǁ̈Ƶ ƫhƱĻǰ ĭŖ!ƒ ýhƧdž!ƒ ýPƒþ (Ã) lƧƓŤƒ ýư Ă ƇǤƞƧ!ƒ

1. (lƧƒƨĂ!ƒ)ýdžƶ!ƒ ǈƓŧdž

……………………………………………………………

2. :Ʃǉƞ!ƒ ☐ Ƨŧ Ŗ ☐ Ĭ ƛǉ

3. :ŧŏƵƓdžƙƞŰƒ ŧ!Ɠơ!ƒ ☐ ƔƨƵ ☐ ШĂƨƙdž

4. :Ƨdžƶ!ƒ ☐ ýpƋ ŧǉʅ 35 ☐ ŧǉʅ 46-36 ☐ Ƨƛŧƌ ŧǉʅ 46

5. :Ŏdžǁƶ!ƒ ýǸƋdž!ƒ ☐ ýpƋ Ʊʅ Ăƙdž ƊĂǁhþ ☐ Ʃ ĂŏƧĂ!Ɠŧh ☐ Ĭǁ̈Ƶƌ Ƨŏƙʅƞ Ɠdž

6. ƘƒĂǉʅ ŧdžþP!ƒ Ŏƌ ýdžƶ!ƒ Ŏ!Ɠơ!ƒ: ☐ ýpƋ ƘƒĂǉʅ 5 ☐ ƘƒĂǉʅ10 -6

☐ ŧǉʅ15 -11 ☐ Ƨƛŧƌ ŧǉʅ 16

7. :ĭƧǌŤ!ƒ Ɣƙƒƨ!ƒ Ŏ!Ɠdžƞ ☐ ƧƓǉŏþ 250 Ɠdžƌ ǈĂþ ☐ ƧƓǉŏþ 500 -251

☐ ƧƓǉŏþ 1000 -501 ☐ ƧƓǉŏþ 1000 ǈdž Ƨƛŧ

8. :ŎƽŏƱĂ!ƒ ăĂƙʅdž!ƒ ☐ ǈŏdžƊ /ƊƓƵ ƧŏþdžƊ /ƊƓƵ þƵƓʅdž /ƊƓƵ ǈŏdžƊ ƧƓŤƙʅdž

☐ Ƨŏþdž /ƧŏþdžƊ þƵƓʅdž

☐ ƧƒŏƩ ƤʅƊ/ ƧƒŏƩ Ťƶhŧ

☐ ƵdžĂƱ Ƶ ƙǉƽŏŖĭ Ű ŏŤƧ Ƶ ƵǁĬ ƒŰPƧŏǈ

☐ ƊPƧă (ŏƧƞĬ ƙʅdžŏƙǌƓ):

(………………………………)

[illegible]

[illegible] (x) [illegible] (2 Ü3 Ü4) [illegible] (5) [illegible] (1) [illegible]

(1)	(2)	(3)	(4)	(5)	[illegible]	[illegible]
					[illegible]	
					[illegible]	1
					[illegible]	2
					[illegible]	3
					[illegible]	4
					[illegible]	5
					[illegible]	6
					[illegible]	
					[illegible]	7
					[illegible]	8
					[illegible]	9
					[illegible]	10
					[illegible]	11
					[illegible]	12
					[illegible]	13
					[illegible]	14
					[illegible]	
					[illegible]	15
					[illegible]	16
					[illegible]	17
					[illegible]	18

[illegible]					[illegible]	[illegible]
(1)	(2)	(3)	(4)	(5)		
					[illegible]	
					[illegible]	
					[illegible]	19
					[illegible]	20
					[illegible]	21
					[illegible]	22
					[illegible]	23
					[illegible]	24
					[illegible]	25
					[illegible]	26
					[illegible]	
					[illegible]	27
					[illegible]	28
					[illegible]	29
					[illegible]	30
					[illegible]	31
					[illegible]	32
					[illegible]	33
					[illegible]	34
					[illegible]	35
					[illegible]	
					[illegible]	36
					[illegible]	37
					[illegible]	38
					[illegible]	39

[illegible]

[illegible]

……………………………………………………………………………………………

……………………………………………………………………………………………

……………………………………………………………………………………………

……………………………………………………………………………………………

(3) !5ꝥ 5ƟǂDŽǁƐ

ƙDŽơƇǁƐ DžƐǈĭơǈ ǀƐꝥƐƦǈǁƐ Ʀǀ ƐꝥDž Ăǁƌ ƿǈDŽꝥĭǁƐ ƙyDŽƑɯ DžDž ǇɯǈDŽǁƐ Ĭ DŽƨꝥǁƐ ƒƑƗǀǁƐ ƙĭǆơDŽǁƐ

جامعــة اليرمــوك
YARMOUK UNIVERSITY

كلية الاقتصاد والعلوم الادارية
مكتب العميد

الرقم : ك ق/108/
التاريخ : هـ
الموافق : م
2012/3/ 19

لمن يهمه الأمر

السلام عليكم ورحمة الله وبركاته،

يرجى العلم بأن الطالبة وفاء بهاء الدين ملكاوي، ماجستير تخصص إدارة عامة تقوم بإعداد دراســة بعنوان:

" مستوى الصراع التنظيمي وأثره على الولاء الوظيفي في مراكز الوزارات الأردنية من وجهة نظر الموظفين"

لانجاز الدراسة حسب الأصول، أرجو التكرم بالإيعاز لمن يلزم تسهيل مهمة الطالبة المذكورة بتوزيع الاستبانة المرفقة على موظفي وحداتكم الإدارية، علما أن نتائج الاستبانة لن تــستخدم الا لأغــراض البحث العلمي، وقد أعطيت هذه الوثيقة بناء على طلبها

واقبلوا فائق الاحترام والتقدير

عميد كلية الاقتصاد والعلوم الادارية

الأستاذ الدكتور رياض المومني

تلفون : ٠٩٦٢-٢-٧٢١١١١١+ فرعي ٢٢٧١ فاكس : ٧٢١١١٩٤ - ٢ - ٠٩٦٢+ ص.ب. ٥٦٦ رمز بريدي ٦٣-٢١١ اربد - الأردن
Tel: +962 - 2 - 7211111 Ext: 2271 Fax : +962-2-7211194 B.O.Box: 566 Zep. code: 63-211 Irbid - Jordan Email:fac_eco@yu.edu.jo

(Abstract)

Malkawi, Wafa'a Baha'a El-Din, "The Level of Organizational Conflict and its Impact on the Level of Organizational Loyalty from Employees' Perspective in Jordanian Ministries' Centers", Yarmouk University, Irbid,Jordan,2013. (Supervised by: Professor Anis Saqer Khasawneh)

This study aimed at identifying the impact of organizational conflict on organizational loyalty among employees in Central Jordanian Ministries, as well as identifying the level of both organizational conflict and organizational loyalty in the Ministries under study. Moreover, the study sought to investigate the impact of some demographic and administrative variables on the levels of both organizational conflict and organizational loyalty. To achieve the objectives of the study and test the validity of hypotheses a questionnaire has been developed and distributed to a systematic random sample of employees from ten Ministries whom themselves selected on a random basis. Four hundreds and seventy two questionnaires were returned and subjected to statistical tests via using(SPSS). The findings of the study showed a strong negative impact of organizational conflict on organizational loyalty in all its dimensions, where the level of organizational conflict explains (39.1%) of the variance in the level of organizational loyalty. The findings also indicated a medium level of both organizational conflict and organizational loyalty with a note that the levels of organizational conflict ranged from a medium level as

reported in "Intrapersonal conflict", to a high level as reported in "Interpersonal conflict" and "Intergroup conflict". The descending order of dimensions of organizational loyalty was as follows: "Affective loyalty", then "Continuance loyalty", where "Normative loyalty" comes in the last place. On the other hand, the results indicated that there was no statistically significant variations in respondents' assessment of the level of organizational conflict as a whole due to the variables (sex, monthly salary, the functional level). By the same liken, no statistically significant variations were reported in respondents' assessment of organizational loyalty as a whole due to the variables (sex , marital status , age, educational qualification). The findings revealed a statistically significant difference in the respondents' assessment of organizational conflict as a whole due to the variables (marital status, age, educational qualification, years of service, the workplace). Likewise, statistically significant variations were displayed in the level of organizational loyalty as a whole due to the variables (years of service, salary Monthly, the functional level, the workplace). The study proposed several recommendations among which is to mitigate the negative effects of the organizational conflict on organizational loyalty, and based on these suggestions and results, the study suggested that a database containing all the data and information needed by employees in performing their tasks be available to them, and emphasizing the importance of justice especially with regard to the subject of the annual assessment, in addition to the imposition of censorship, to

achieve optimal use of material resources essential staff to meet the needs of all sections. It is also useful to reconsider the current system of recruitment in the Civil Service Bureau and the level of job security in order to ensure continuance loyalty of employees, as well as concern for extracurricular activities, decentralization, and the principle of parental management since they document social relations and support communication among employees in all sections of the public sector.

Keywords: Organizational Conflict, Intrapersonal Conflict, Interpersonal Conflict, Intergroup Conflict, Job Loyalty, Affective Loyalty, Continuance Loyalty, Normative Loyalty, Jordanian Ministries Centers.